CENGAGE Learning

SAM

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Assessment, Training and Projects for Microsoft Office

SAM Brief Student User Guide

SAM

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Introduction

SAM (Skills Assessment Manager) is a web-based application that measures student proficiency in Microsoft Office software and technology-related topics. SAM teaches Microsoft Word, Excel, PowerPoint, Access, Outlook and Internet Explorer, in addition to foundational computer concepts. SAM uses skill-based assessments, interactive training, real-world projects and just-in-time remediation to help students master essential computing skills.

SAM offers exams, training, projects and path-based assessment and readings. The student manual introduces the basic functions of SAM.

System Requirements

Your workstation must meet the following minimum system requirements to use SAM:

Requirements	Details
Computer	■ Processor: Intel Pentium 4 or higher processor required; Intel Centrino or an equivalent multi-core processor recommended ■ Memory: 512 MB RAM required; 1 GB RAM recommended ■ Operating Systems: Windows 7 32- or 64-bit or Windows 8/8.1 32- or 64-bit; Mac OS X 10.7 or higher
Audio and Video	■ Graphics: SVGA ■ Resolution: Minimum recommended 1280 x 800 ■ Color: 32-bit ■ Video Memory: 64 MB minimum; 128 MB recommended ■ Video Card: Modern DirectX compatible
Network	Internet Connection: 56K modem minimum; broadband connection (cable, DSL, T1 or ISDN) recommended; persistent connection required
Software and Disk Storage	■ Web Browsers: 4 MB ■ Adobe Flash Player 11 recommended; versions 10.2 or higher have been tested and are supported; versions prior to 10.1 are not supported: 2 MB

Requirements	Details
	■ Adobe Reader 8 minimum; 9 recommended: 22.4 MB ■ SAM Projects: — For SAM 2010 Projects: Microsoft Office 2010 Professional for Windows — For SAM 2013 Projects: Microsoft Office 2013 Professional for Windows, Professional Plus, RT and Office 365 (Home Premium, University) NOTE: Refer to your Microsoft documentation for current disk storage requirements.

For up-to-date system requirements for Microsoft products, refer to the following pages on the Microsoft website:

- For the Windows 7 operating system: http://windows.microsoft.com/en-us/windows7/products/system-requirements
- For the Windows 8 operating system: http://windows.microsoft.com/en-us/windows-8/system-requirements

Configuring Your Browser

You need to enable the following settings on your browser:

Supported Browsers

You can access SAM using the following browsers:

Operating Systems	Supported Browsers
Windows 7,8 and 8.1	Internet Explorer 9 through 11 for 32-bit or 64-bit versions of Windows; Firefox (latest version and latest -1); Chrome (latest version and latest -1) **NOTES**: ■ SAM 2010 Assessment and Training content is not tested on Chrome. ■ Compatibility Mode is not supported for Internet Explorer.
Mac OS X 10.7 or higher	Safari 7.0 and Firefox (latest version and latest -1)

Confirm these settings in your browser:

- JavaScript is enabled.
- Pop-up blocking is disabled, either entirely or just for the SAM URL: http://sam.cengage.com.
- Ad-blocking software is disabled for the URL http://sam.cengage.com.

Enabling JavaScript

To use SAM, verify that JavaScript is enabled on your browser. To confirm its status, use the procedure appropriate to your browser:

Internet Explorer

Use this table to enable JavaScript on Internet Explorer:

Step	Action
1	On the **Tools** menu, select **Internet Options**. **Result**: The **Internet Options** dialog box displays.
2	Click the **Security** tab.
3	Click the **Trusted Sites** icon.
4	Click **Custom level.** **Result**: The **Security Settings – Internet Zone** dialog box opens.
5	Scroll to the *Scripting* section.
6	Under *Active Scripting*, confirm that the *Enable radio button* is selected.
7	Click **OK** to close the **Security Settings – Internet Zone** dialog box.
8	Click **OK** to close the **Internet Options** dialog box.

Firefox for Windows

Javascript is enabled by default in Firefox. To verify if Javascript is enabled, use this procedure.

Step	Action
1	Start Firefox.
2	■ In the **Address Bar** enter *about:config*. ■ Press **Enter**. **Result**: The A warning box displays.
3	Click the button labeled **I'll be careful, I promise!** **Result**: The *about.config* window displays.
4	In the **Search** box, enter *javascript.enabled*. **Result**: The list filters to display javascript.enabled.

Step	Action
5	In the *Value* column to the far right verify that **True** displays. If **False** displays (indicating that Javascript is disabled), right-click **True** and select **Toggle**. **Result**: **True** displays (indicating that Javascript is enabled).
6	Exit the *about.config* window and restart Firefox.

Chrome for Windows

Follow this table to enable JavaScript on Google Chrome:

Step	Action
1	Select **Settings on the Customize and Control Google Chrome** menu in the upper-right corner of the browser window. **Result**: The **Settings** dialog box opens.
2	Click the **Show Advanced Settings…** link.
3	Click **Content Settings**.
4	Confirm that the *Allow All Sites to Run JavaScript* check box is selected.
5	On the **Content Settings** dialog box, click **Done** to save your changes.

Safari for Mac

Follow this table to enable JavaScript on Safari:

Step	Action
1	On the **Safari** menu, select **Preferences**. **Result**: The **Preferences** dialog box opens.
2	Click the **Security** tab.
3	Confirm that the *Enable JavaScript* check box is selected.
4	Close the dialog box to save your changes.

Setting Up Pop-Ups (IE Only)

SAM requires that pop-ups in Internet Explorer always display in a new window instead of a new tab. Use the following procedure to set up this display requirement:

Step	Action
1	On the **Tools** menu, click **Internet Options**. **Result**: The **Internet Options** dialog box displays.

Step	Action
2	On the **General** tab under the *Tabs Category*, click **Settings**. **Result**: The **Tabbed Browsing Settings** dialog box opens.
3	Under *When a pop-up is encountered*, select **Always open pop-ups in a new window**.
4	Click **OK** to save your changes and close the **Tabbed Browsing Settings** dialog box.
5	Click **OK** to close the *Internet Options* dialog box.

Disabling Pop-Up Blockers

To use SAM, disable pop-up blocking software on the browser for the URL http://sam.cengage.com. Use the procedure appropriate to your browser to disable pop-up blocking.

Internet Explorer

Use this procedure to turn off pop-up blocking entirely or for the SAM URLs only:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Start Internet Explorer.</td></tr>
<tr><td>2</td><td>On the Tools menu, click Internet Options.
Result: The Internet Options dialog box opens.</td></tr>
<tr><td>3</td><td>Click the Privacy tab.</td></tr>
<tr><td>4</td><td>You can turn off pop-up blocking completely or for SAM URLs only.
<table>
<tr><th>To turn off Pop-up blocking completely</th><th>To turn off pop-up blocking for SAM URLs only</th></tr>
<tr><td>To disable pop-up blocking completely, confirm that the Turn on Pop-up Blocker check box is not selected.

NOTES:
You can also turn off pop-up blocking entirely on the menu bar following these steps:
■ On the Tools menu, click Pop-Up Blocker.
■ On the Pop-Up Blocker menu, click Turn Off Pop-Up Blocker.</td><td>To disable pop-up blocking for SAM URLs only:
■ Confirm that the Turn on Pop-up Blocker check box is selected.
■ Under Pop-up Blocker, click Settings. Result: The Pop-up Blocker Settings dialog box opens.
■ In the Address of website to allow field, enter http://sam.cengage.com.
■ Click Add.
■ Click Close to return to the Internet Options dialog box.
■ Click OK to save your changes.</td></tr>
</table></td></tr>
</table>

Firefox for Windows

Use this procedure to turn off pop-up blocking entirely or for the SAM URLs only:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Start Firefox.</td></tr>
<tr><td>2</td><td>On the Tools menu, click Options.
Result: The Options dialog box opens.</td></tr>
<tr><td>3</td><td>Click the Content tab.</td></tr>
<tr><td>4</td><td>You can turn off Pop-up blocking completely or for SAM URLs only.
<table>
<tr><th>To turn off Pop-up blocking completely</th><th>To turn off pop-up blocking for SAM URLs only</th></tr>
<tr><td>Confirm that the Block pop-up windows check box is not selected.</td><td>■ If not selected, click Exceptions to the right of the check box.
■ In the Address of website field, enter the URL http://sam.cengage.com.
■ Click Exceptions to the right of the check box.
Result: The Allow Sites – Pop-ups dialog box displays.
■ Click Allow.</td></tr>
</table></td></tr>
<tr><td>5</td><td>On the Allow Sites – Pop-ups dialog box, click Close.</td></tr>
<tr><td>6</td><td>In the Options dialog box, click OK to save your changes.</td></tr>
</table>

Chrome for Windows

Use this procedure to turn off pop-up blocking entirely or for the SAM URLs only:

Step	Action
1	Start Chrome.
2	On the **Customize and Control Google Chrome** menu in the upper-right corner of the browser window, click **Settings**. **Result**: The **Settings** dialog box opens.
3	Click the **Show Advanced Setting** link.
4	Click **Content Settings**.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>You can turn off Pop-up blocking completely or for SAM URLs only.
<table>
<tr><th>To turn off Pop-up blocking completely</th><th>To turn off pop-up blocking for SAM URLs only</th></tr>
<tr><td>Confirm that the Allow All Sites to Show Pop-ups check box is selected.</td><td>■ Click Manage Exceptions.
■ In the hostname pattern field, enter the URL http://sam.cengage.com
■ In the Pop-up exceptions dialog box, click Done.</td></tr>
</table></td></tr>
<tr><td>6</td><td>In the Content Settings dialog box, click Done to save your changes.</td></tr>
</table>

Safari for Macintosh

Safari does not support disabling pop-up blocking for individual URLs. Turn off pop-up blocking so that you can use SAM.

Step	Action
1	On the **Safari** menu, click **Preferences**. **Result**: The **Preferences** dialog box opens.
2	Click the **Security** tab.
3	Deselect the *Block pop-up windows* check box.
4	Close the **Preferences** dialog box to save your changes.

You can turn off pop-up blocking on the menu bar using the following procedure:

Step	Action
1	Click the **Safari** menu.
2	Deselect the **Block Pop-Up Windows** option.

NOTE: Safari does not support disabling pop-up blocking for individual URLs. Turn off pop-up blocking so that you can use SAM.

Alternatively, you can turn off pop-up blocking from the menu bar using the following procedure:

Step	Action
1	Click the **Safari** menu.
2	Deselect the **Block Pop-Up Windows** option.

Third-Party Pop-Up Blockers

Third-party Internet Explorer, Firefox and Chrome toolbars offered by companies like Yahoo!, Google and Ask.com may include pop-up blockers. Deactivate this feature, either completely or for the URL http://sam.cengage.com only. Refer to the toolbar's documentation for instructions on how to disable this feature.

Disabling Ad Blockers

Third-party add-ons and extensions for Internet Explorer, Firefox and Safari may block the display of ads. This may cause issues if one of the SAM URLs is present on the block list. To prevent this, disable the ad blocker for the URL http://sam.cengage.com. Refer to the ad blocker's documentation for more information.

Setting Up Your Computer

You need the following computer settings to run SAM:

Necessary Software

You need the following software on your computer to use SAM:

- **Adobe Flash Player**: Required to use the simulations in exams and training. Links to this component are on the right side of the *Home* page, under Software. Click the link or go to http://get.adobe.com/flashplayer/ and follow the installation prompts.
- **Microsoft Office 2010 or 2013 Professional for Windows** (specifically, Access, Excel, PowerPoint and Word): Required to complete projects. Go to http://office.microsoft.com/en-us/products/FX100487411033.aspx?pid=CL100571081033&ofcresset=1 if you need to purchase and download Microsoft Office for Windows.

  NOTE: You cannot use Microsoft Office 2007 for Windows or 2008 for Mac.

- **Adobe Reader**: Required to read SAM user manuals. Go to http://get.adobe.com/reader/ if you need to download Adobe Reader.

IMPORTANT: If you are using a computer in a computer lab, always ask the lab administrator before installing any software.

Monitor Resolution

The preferred screen resolution is 1280 x 800 or higher; however, you can run SAM with a resolution of 1024 x 768. This setting enables SAM simulations to display fully on a 17-inch or larger monitor. Scroll right or left to see the full display using a smaller screen resolution.

Use the following procedures to check or update the current resolution:

Windows 7 and 8

Use this table to change your screen resolution for Windows 7 and 8:

Step	Action
1	Right-click anywhere on your computer's desktop to display a shortcut menu.
2	On the shortcut menu, select **Screen Resolution** to display the **Screen Resolution** dialog box.
3	On the **Resolution** menu, select **1280 x 800**. Record the current setting so you can restore it later.
4	Click **OK** to save your changes. **Result**: The **Screen Resolution** dialog box closes.

Mac OS X

Use this table to change your screen resolution for Macs:

Step	Action
1	On the **Apple** menu, select **Systems Preferences** to display system preferences.
2	From the **Hardware** category, click **Displays** to edit the screen resolution.
3	On the **Resolution** menu, select **1280 x 800**. Record the current setting so you can restore it later if desired.
4	Click **OK** to save your changes.

Viewing Applications on a Split Screen

You can use SAM in a split screen environment with another browser, window or application. (Examples: You can read a Cengage eBook while doing a Training assignment or view the instructions and application while working on a project.) You can display each application window on the side you prefer.

If you have a wider monitor, you may choose to split the screen. Follow these procedures to set up a split screen environment:

Windows

Confirm that the **Aero Snap** feature is enabled:

Step	Action
1	Click **Start** and select **Control Panel** from the menu on the right.
2	From the **Control Panel** dialog box, select **Ease of Access Center**. **Result**: The **Ease of Access Center** dialog box opens.
3	Select **Make the keyboard easier to use**.
4	Confirm that **Prevent windows from being automatically arranged when moved to the edge of the screen** is deselected.
5	Click **OK**.
6	Start the applications to display on the left and right sides of the screen.
7	Click and drag the Windows title bar to the left until the arrow icon reaches the left edge of the screen. The window fills the left side of the screen.
8	Start the application to display on the right side of the screen. Click the Windows title bar and drag to the right until the arrow icon reaches the right edge of the screen. The window fills the right side of the screen.

Mac

Use this procedure to use a split screen on a Mac:

Step	Action
1	Start the application to display on the left.
2	Click and drag the lower-right corner of the window so it fills the left side of the screen.
3	Start the application to display on the right.
4	Click and drag the lower-right corner of the window so it fills the right side of the screen.
5	Drag the window to position it. **NOTE**: If you use OS X version 10.6 or greater, you can purchase an app called Split Screen from the App Store to split the screen display. If you use a computer in the lab, always ask the lab administrator before you install an application.

Tips for Mac Users

If you use a Mac, you can use the same procedures for enabling JavaScript, cookies and pop-ups on your browser.

If you use an Apple Mac computer to access SAM, you may find the following tips helpful:

When instructions direct you to press the Windows **Ctrl** key, do the following, depending on your keyboard:

- Using a Mac with an Apple keyboard, press the **Command** key instead.
- Using a Mac with a generic USB keyboard, press the **Ctrl** key. You may need to press the **Alt** key for the same function.

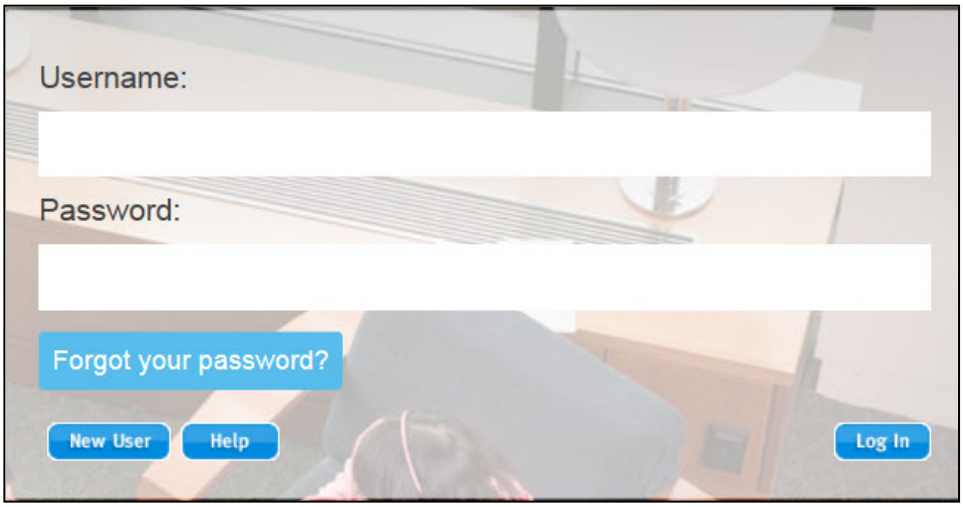
When instructions direct you to click the right button of a Windows mouse, do the following:

- Using a single-button mouse or track pad, press the **Ctrl** key and click at the same time.
- Using a more recent MacBook that supports gestures, touch the track pad with two fingers. (You need to enable this in your **System Preferences**.)
- Using a generic USB two-button mouse or track pad, click the right button.
- To **Backspace**, hold the **Function** (**fn**) key on the keyboard while pressing the **Delete** key.

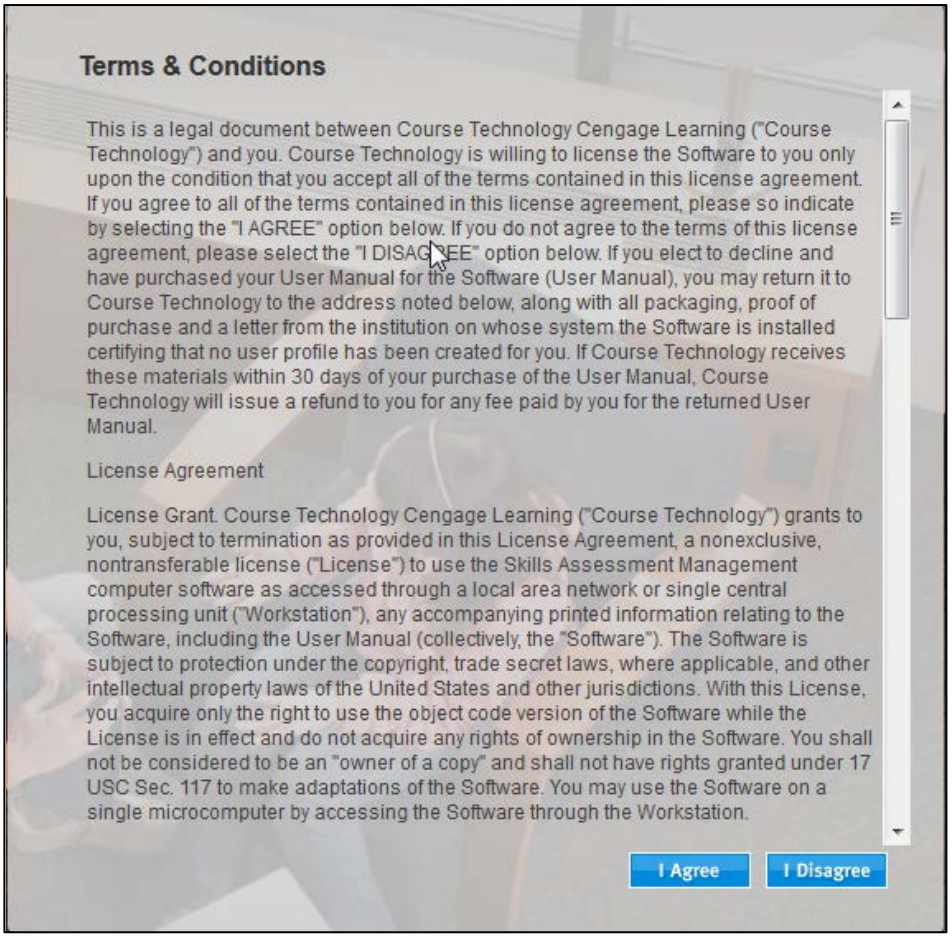
How to Use SAM

Logging in the First Time as a Pre-registered Student

Use the following procedure to log into SAM:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>In your browser, enter http://sam.cengage.com in the Address field and press the Enter key.
Result: The SAM Login page displays.
 
</td></tr>
<tr><td>2</td><td>Enter the username and password you received.</td></tr>
<tr><td>3</td><td>
<table>
<tr><th>If this is your first login and your institution has a site license,</th><th>If this is your first login and your institution does not have a site license,</th></tr>
<tr><td>Click Login.</td><td>Enter your SAM Key code at the prompt. . If you need to purchase a Key Code, go to http://www.cengagebrain.com.</td></tr>
<tr><td>The SAM Terms and Conditions page displays. (The SAM Home page displays on subsequent logins.)</td><td>Click Login.</td></tr>
</table>
</td></tr>
</table>

Step	Action
4	When the *SAM Terms and Conditions* page displays, click **I Agree** to accept the terms and conditions.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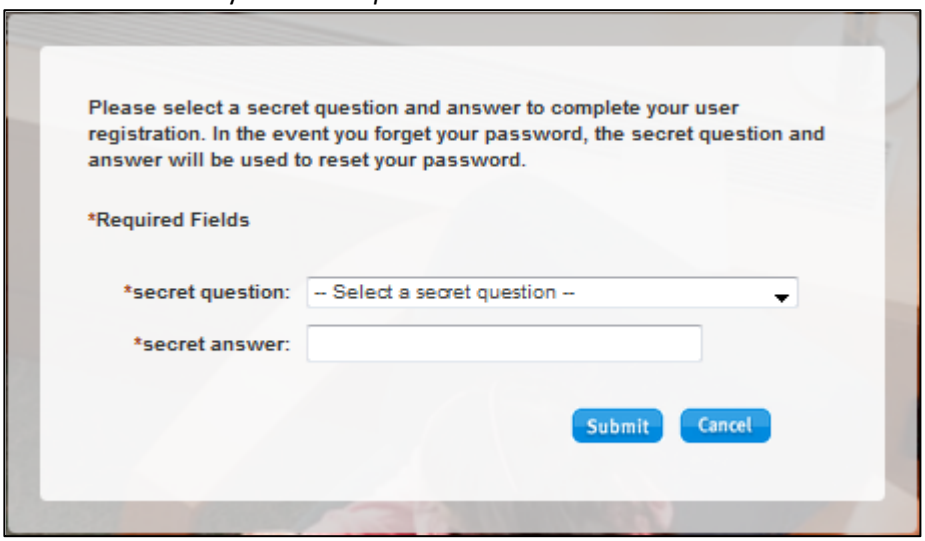
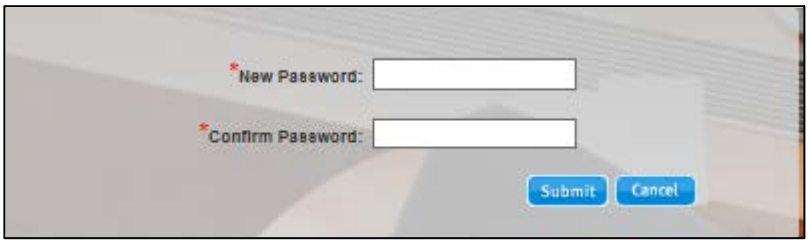
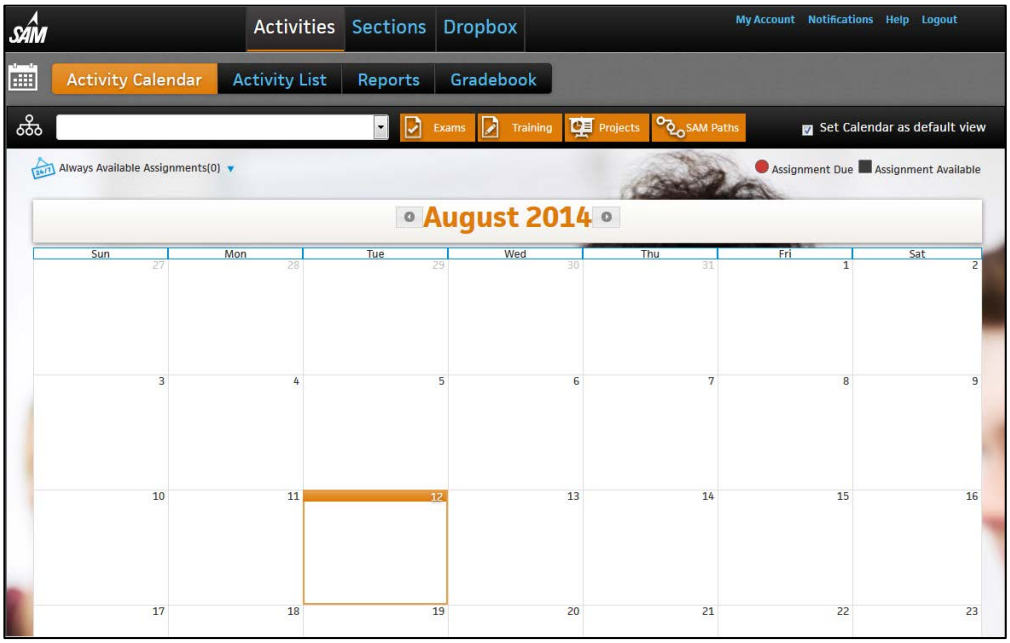
I Agree
I Disagree

Step	Action
5	Enter and Confirm your *secret question* and *secret answer*.  When finished, click **Submit**.

Please select a secret question and answer to complete your user registration. In the event you forget your password, the secret question and answer will be used to reset your password.
*Required Fields
*secret question:
-- Select a secret question --
*secret answer:
Submit
Cancel

Step	Action
6	Enter and confirm a new password.  When finished, click **Submit**. **Result**: The *Activity Calendar* displays. 

Profile Information

Enter your profile information. See the following table for more information on each field:

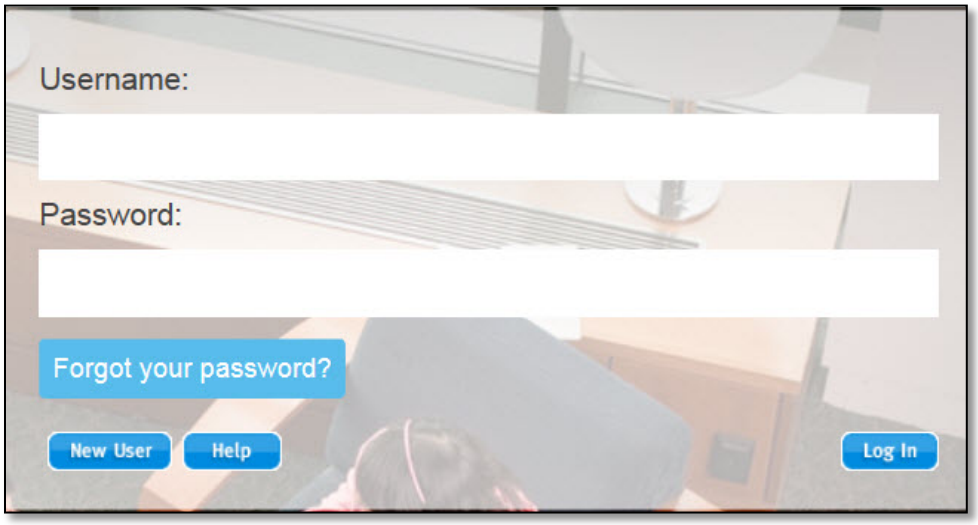
Field Type	Description
First name	Maximum 50 characters and cannot contain any of the following: ~ ` ^ * “ $ % # ! \ / > < & ; : | ,
Middle initial (optional)	Maximum 1 character and cannot contain any of the following: ~ ` ^ * “ $ % # ! \ / > < & ; : | ,

Field Type	Description
Last name	Maximum 50 characters and cannot contain any of the following: ~ ` ^ * “ $ % # ! \ / > < & ; : | ,
Username/Email	Must be 6 to 50 characters and cannot contain any of the following: ~ ` ^ * “ $ % # ! \ / > < & ; : | , **NOTE**: Your username cannot be changed once you save your profile.
Password	6 to 17 characters; use letter, numbers and underscores only.
Alias (optional)	Minimum 6 characters; maximum 20 characters and cannot contain any of the following: ~ ` ^ * “ $ % # ! \ / > < & ; : | ,
ID# (optional)	Maximum 20 characters and cannot contain any of the following: ~ ` ^ * “ $ % # ! \ / > < & ; : | ,
Communication Email (optional)	Maximum 128 characters
Secret Question	Select a secret question from the drop-down menu
Secret Answer	Enter an answer to the selected Secret Question
Blackboard ID	Enter your Blackboard ID

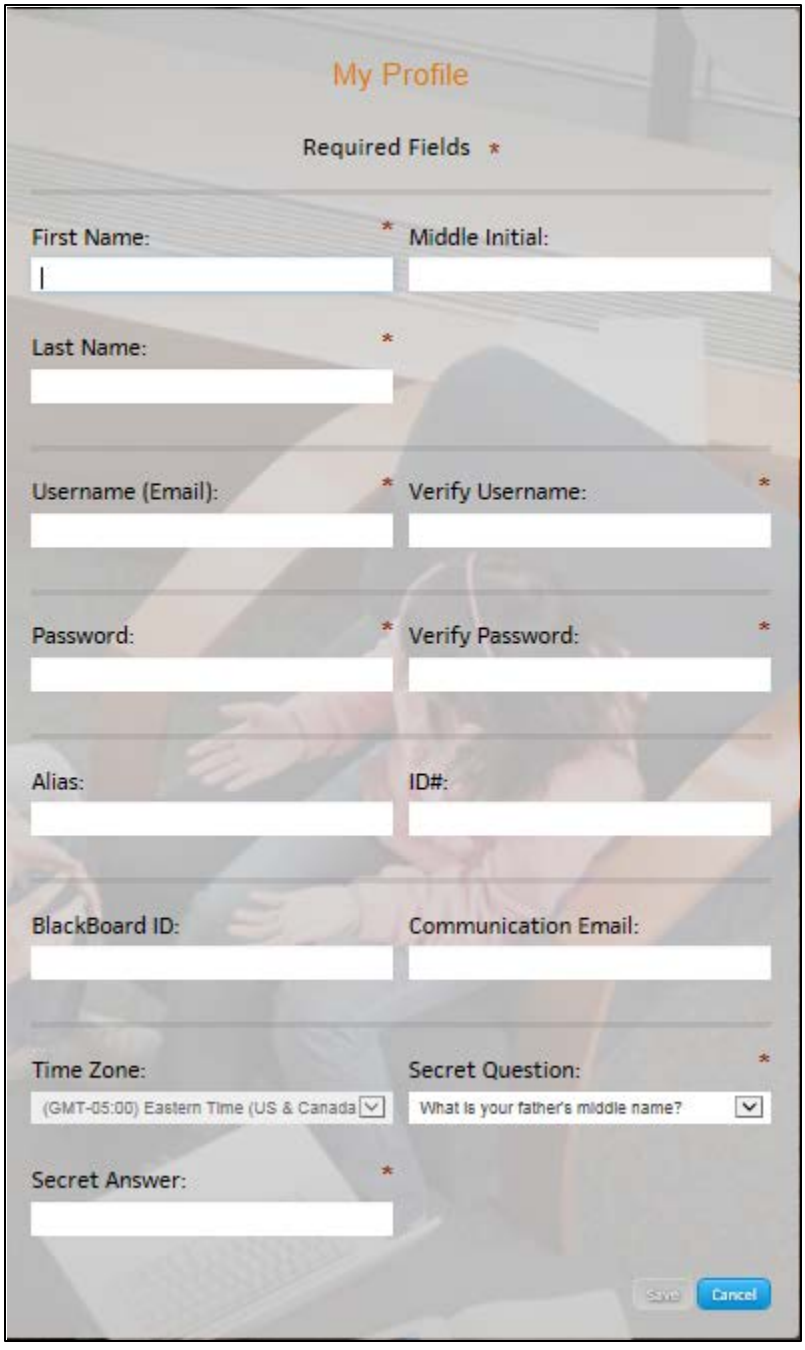
IMPORTANT: The username/email and password you enter become your login credentials for Cengage Brain (http://www.cengagebrain.com). If you have a Cengage Brain account, use that username and password when you register for SAM. (See Login Help)

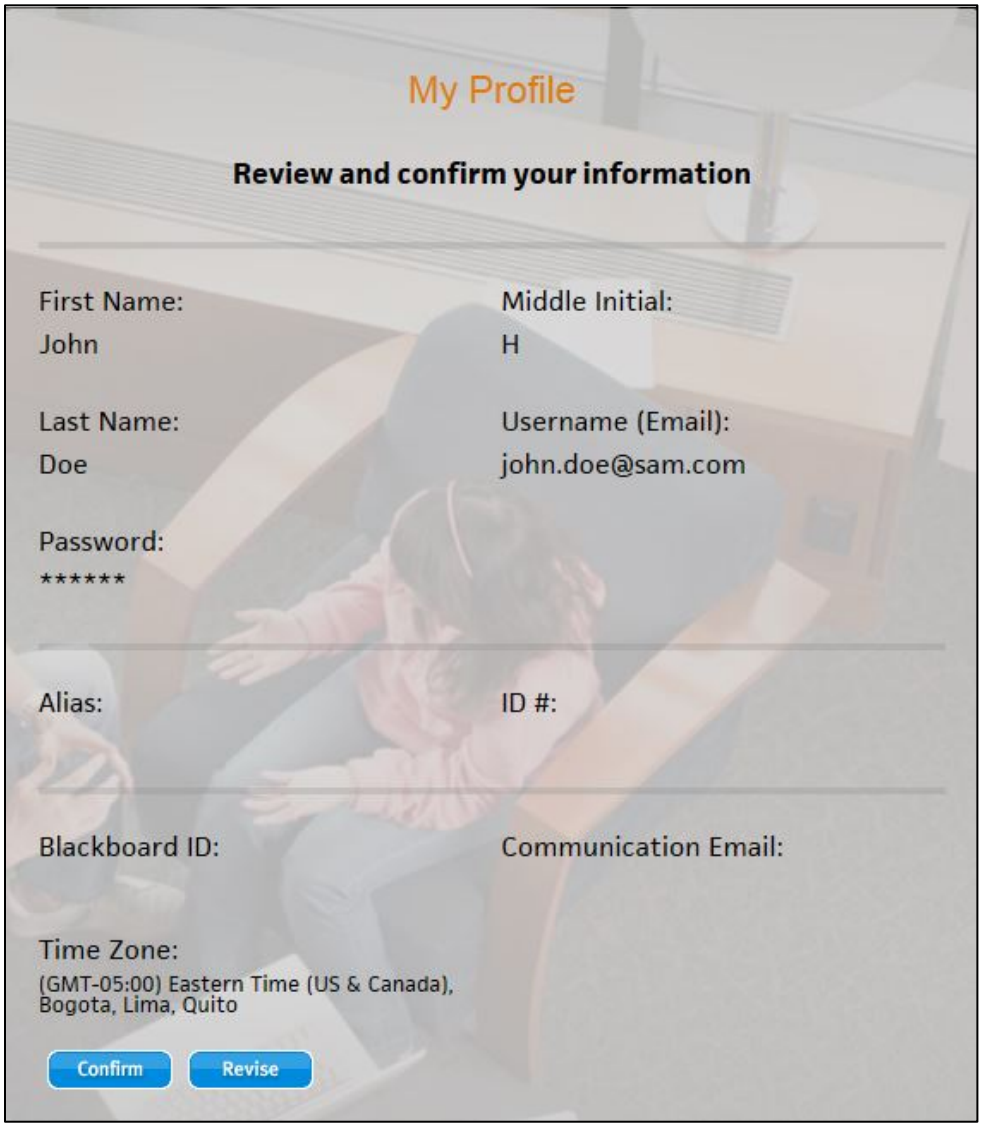
Logging into SAM as a New User

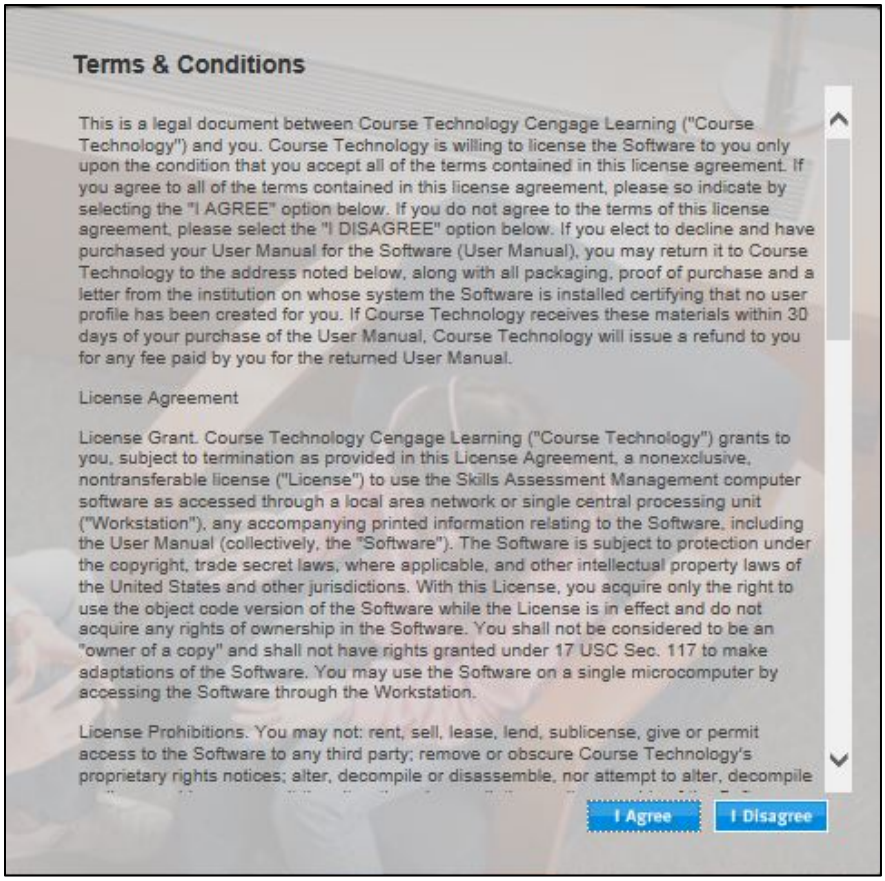
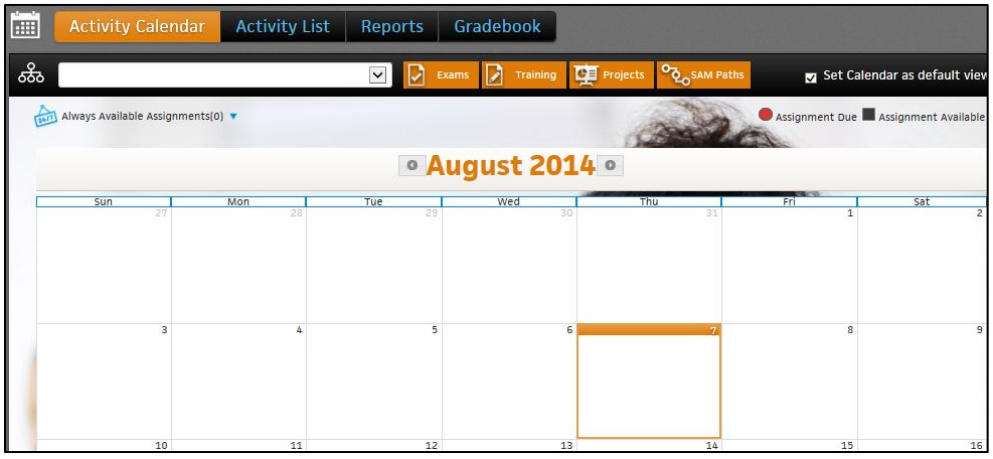
Follow these steps when you log into SAM for the first time:

Step	Action
1	In your browser, enter http://sam.cengage.com in the *Address* field and press the **Enter** key. **Result**: The *SAM Login* page displays. 
2	Click the **New User** button.
3	Enter your school's *Institution Key*.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>Click Submit.
Result: A confirmation message displays to verify the institution’s identity.
</td></tr>
<tr><td>5</td><td>Click OK. You may need to add a Key Code to access SAM.
<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>If your institution has a Key Code license,</td><td>Enter the 18-digit Key Code at the prompt. If you need to purchase a Key Code, go to http://www.cengagebrain.com.</td></tr>
<tr><td>If your institution does not have a Key Code license,</td><td>■ The My Profile page displays.
■ Proceed to Step 8.</td></tr>
</table></td></tr>
</table>

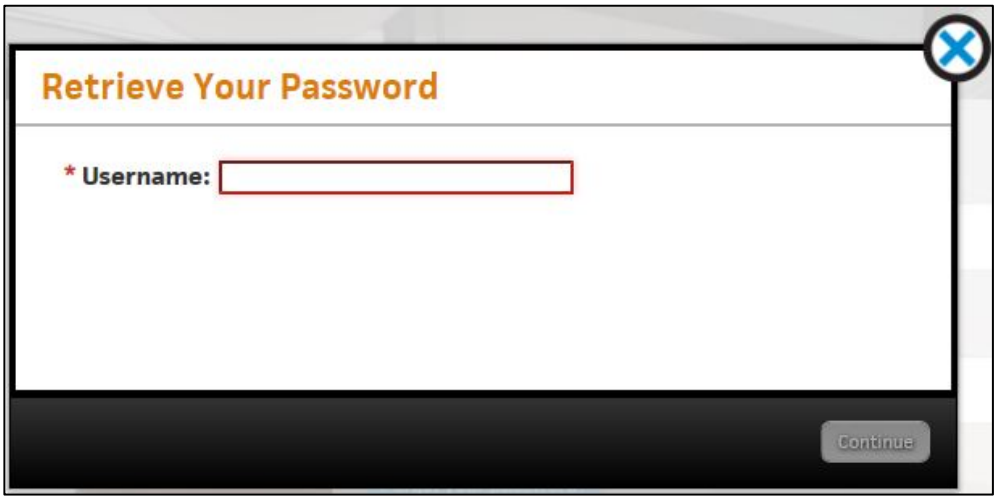
Step	Action
6	Click **Save**. **Result:** The *My Profile* page displays. 

Step	Action
7	Enter the necessary information in the fields. Required fields display with an asterisk. **NOTES**: ■ You must enter and confirm your username and password in the corresponding text boxes. You cannot copy and paste. ■ CengageBrain checks the username you enter. If it finds it, a prompt directs you to enter your CengageBrain password to login.
8	Click **Save** to save your user information. **Result**: The *Review and Confirm* page displays. 
9	Click **Revise** if you want to change your profile information and then click **Save**. **Result**: Changes are accepted.

Step	Action
10	Click **Confirm** in the **My Profile** dialog box from step 8 to continue. **Result**: The *Terms and Conditions* page displays. 
11	Click **I Agree to agree to the terms**. **Result**: The *Activity Calendar* displays. 

Forgot Password

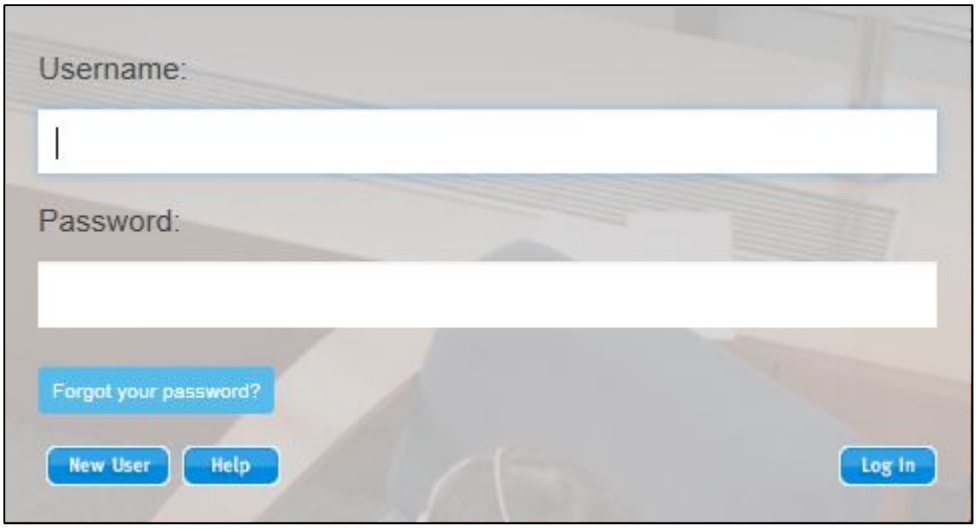
If you forgot your password, use this procedure to reset your password.

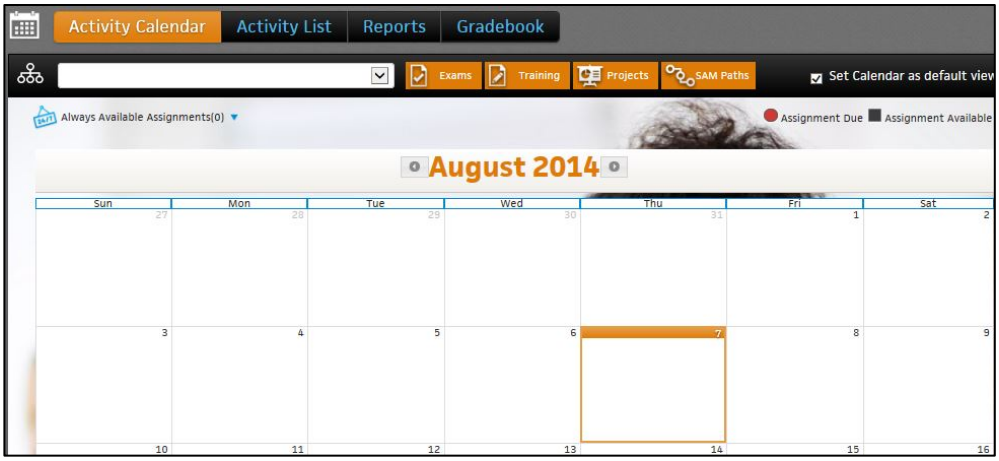
Step	Action
1	On the *SAM Login* page, click the **Forgot your password** button. **Result**: The **Retrieve Your Password** dialog box displays. 
2	Enter you username and click **Continue**.
3	In the dialog box that displays, enter the answer to the security question and click **Submit**. **Result**: SAM sends an email to your email address on record with a link to reset your password.
4	Open the email and click the password reset link. Follow the instructions to reset your password.

Existing Users

If you are an existing user (completed your initial login to SAM), use the following procedure to log in.

IMPORTANT: SAM supports single sign-on (SSO) with Cengage Brain (http://www.cengagebrain.com) enabling you to use the same username and password for both systems. If you are a returning SAM user, the first time you log in to the SAM environment, SAM checks Cengage Brain for an existing account. If you have an account, a prompt displays enabling you to enter your Cengage Brain password to link the SAM account with Cengage Brain. Use your SAM password on subsequent logins to SAM.

Step	Action
1	In your browser, enter http://sam.cengage.com in the *Address* field and press the **Enter** key. **Result**: The *SAM Login* page displays. 
2	Enter your username and password.

Step	Action
3	Click **Login**. **Result**: The *Activity Calendar* displays. 

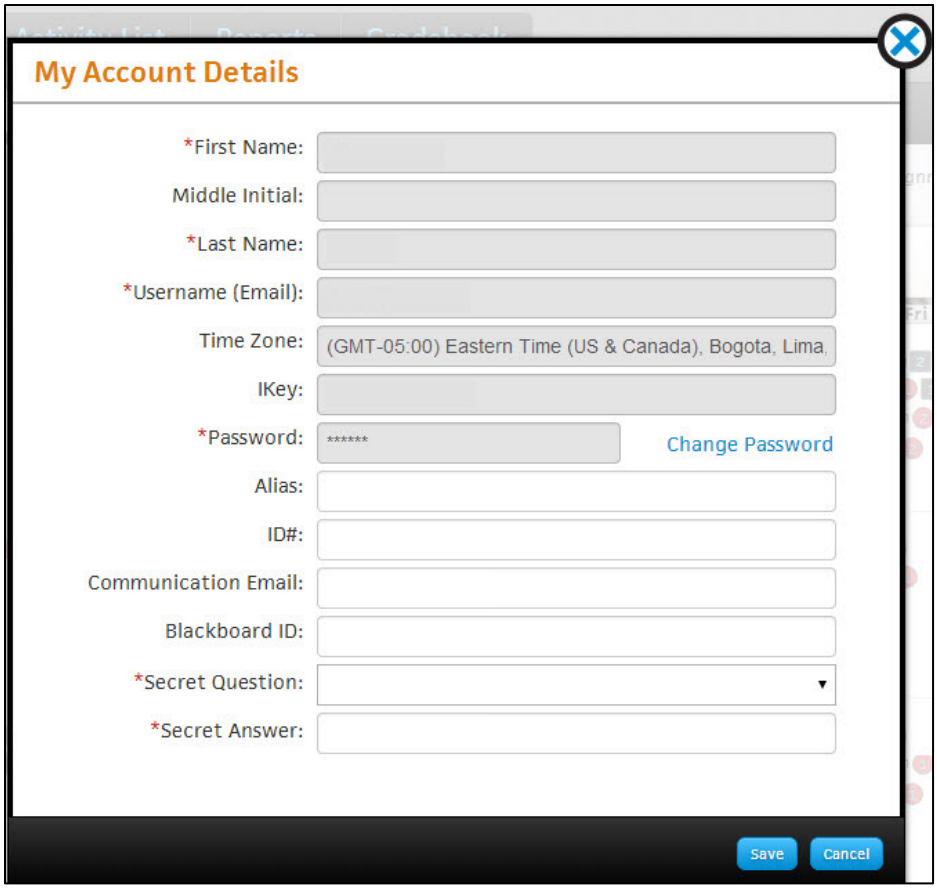
Account

You can change your account settings in the top right corner of SAM.

My Account

Use the following procedure to update your SAM account:

Step	Action
1	Click the **My Account** link on the upper-right side of the page. **Result**: Your account information displays.

Step	Action
2	Review the information. Click **Edit** to make changes. **Result**: The **My Account Details** dialog box displays. 
3	Edit the information as necessary. You cannot change grayed-out field values. Name fields cannot contain any of the following characters: ~ ` ^ * " $ % # ! \ / > < & ; : | ,
4	Select a **Secret Question** from the dropdown menu and enter a *Secret Answer* to set your security question.
5	Click **Save** to save the changes to your account.

Notifications

System messages display in the Notifications dropdown. Notifications include system downtime or failure to meet system requirements such as installing Adobe Flash player. Plan your schedule accordingly if there are periods when SAM will not be available to you.

Help

If you require technical assistance, you can access documentation through the Help menu or contact Cengage Customer Technical Support.

To open the documentation, select the link to either the online help or the User Manual.

If you need technical assistance, do the following:

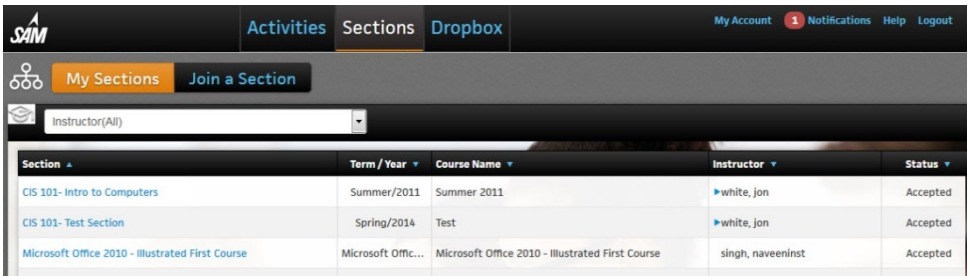
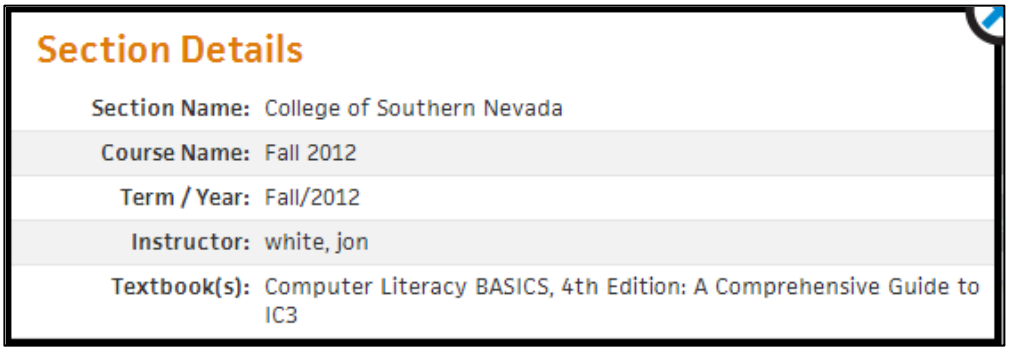
Step	Action
1	Click **Help**
2	Click **Tech Support**. **Result**: The *Cengage Customer Technical Support* page opens in another tab.
3	Under **Returning User**, enter your SAM/Cengage Brain *username/email address* and *password* and click **Sign In**.
4	On the **Select a Product** menu, click **Select Product** and select *SAM* **Result**: The *SAM Knowledgebase* page displays. From here you can do the following: ■ Browse articles, downloads and tutorials in the left column. ■ Search the knowledgebase by entering one or more keywords in the *Search* field and clicking **Search**. ■ Enter a new problem by clicking No, please create a new case on the upper-right side of the page. Follow the online directions to complete your case.

Sections

You can view the sections in which you enroll or you can enroll in new sections. You are either enrolled automatically or wait listed depending on how the instructor set up the course.

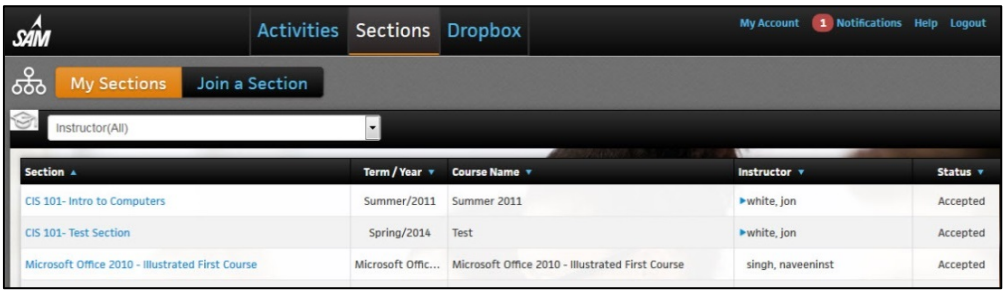
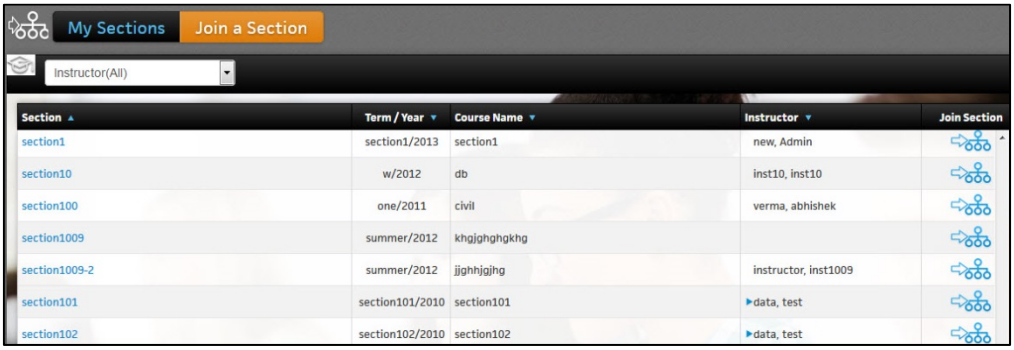
My Sections

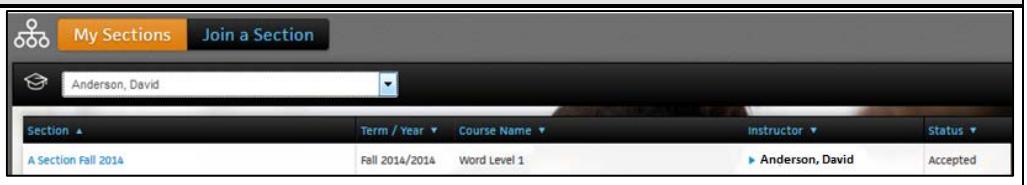
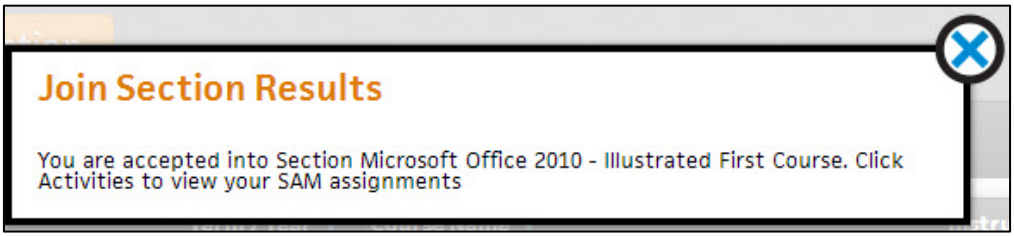
View the sections in which you are enrolled using the following procedure:

Step	Action
1	On the **Navigation** bar, click **Sections**. **Result**: The *My Sections* page displays and you see a list of sections in which you are enrolled or wait listed. 
2	The My Sections initially display by section name To sort the sections, click a heading row to sort by it.
3	To filter by instructors: Click the **Instructor** drop-down menu and select the appropriate instructor from the list.
4	To view section details: Click the section's *Name* to view the section name, course name, term, instructor and required textbook. **Result**: The Section Details window displays. 

Joining a Section

Use the following procedure to join a section. You can join sections only if the instructor enables auto-enrollment. SAM places you on the waiting list if instructors do not enable auto-enrollment. The instructor decides whether to enroll you.

Step	Action
1	On the **Navigation** bar, click **Sections**. **Result**: The *My Sections* page displays. You can view a list of sections in which you are enrolled. 
2	To join a section use these steps: ■ Click the **Join a Section tab**. **Result**: A list of available sections displays. 
3	To select an instructor, use these steps: ■ Select an instructor from the Instructor drop-down menu to see the sections offered. ■ Click a column head to sort by it. **NOTE**: If a course has multiple instructors, a carat displays. Click the carat to view all instructors. **Result**: The available sections for the selected instructor display.

Step	Action
	
4	Click the **Join Section** icon. **Result**: A confirmation message displays.  **NOTE**: Depending on your instructor's section settings, you may be auto enrolled into the section or wait listed.
5	Click the **Close** icon. **Result**: You return to the *Join a Section* page. The course no longer displays in the Join a Section list.

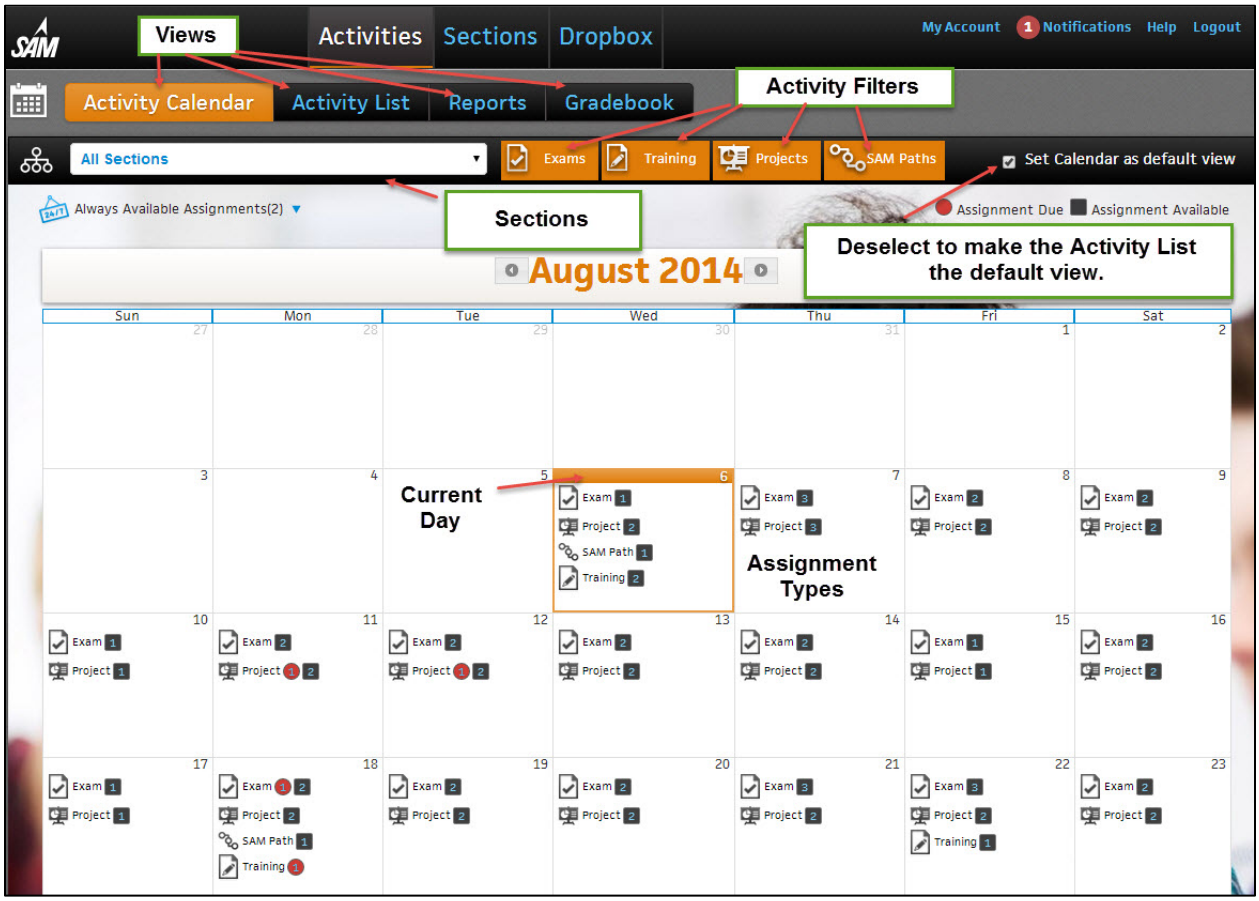
Activities

You can view and take assignments from either the *Activity Calendar* or *Activity List* view. The *Activity Calendar* displays assignment available and due dates on a calendar. The *Activity List* displays assignment details in a list format.

NOTE: By default, the option box is selected for **Set Calendar as default view**. To change the default view to the *Activity List*, deselect the option box. The next time you log into SAM, the *Activity List* will display instead of the *Calendar View*.

Activity Calendar

By default, the *Activity Calendar* displays when you log into SAM. The *Activity Calendar* displays activities that become available and when they are due in a calendar format.



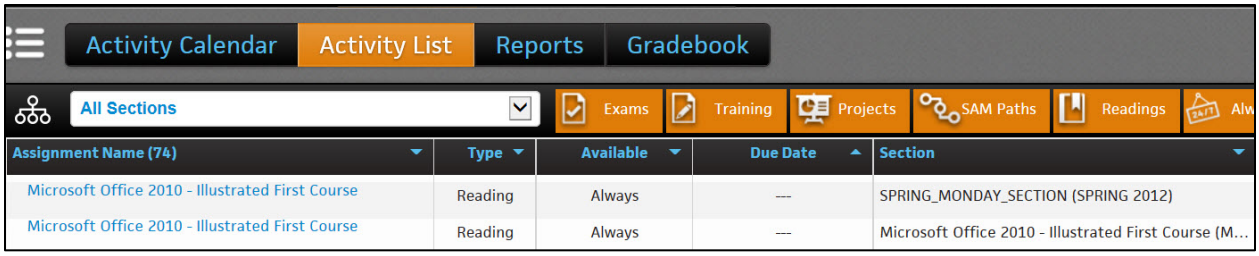
NOTE: The first time you log into SAM, no sections display. Register for a section in the *Sections* tab.

Action	Result
Set Calendar as default view	By default, the option box is selected for **Set Calendar as default view**. To change the default view to the *Activity List*, deselect the option box. The next time you log into SAM, the *Activity List* will display instead of the *Calendar View*.
Activity Calendar Display	The *Activity Calendar* displays Exams, Training, Projects and SAM Paths. Badges display next to the activity type. A gray badge indicates the assignment becomes available that day. A red badge means the assignment is due that day. The number in the badge refers to the number of activities of that type. Hover over a badge to display the assignments and Due Dates. Click the hyperlink to begin the assignment.

Action	Result
Filter Activity Types	Activity types that display in orange display in the *Activity Calendar* view. Select an activity type to hide it from the calendar view. The Activity types that display in blue do not display in the *Activity Calendar* View. **NOTE**: Activity filters settings apply to the *Activity Calendar, Activity List* and *Reports* pages.
Sections filter	Select a section from the dropdown menu. All sections display by default. Enter text for partial search functionality.
Days	Click a day to display the **Daily Assignments** dialog box. The dialog box displays additional assignment details, including the due date and time, number of attempts allowed and how many times you attempted the assignment.
Unavailable assignments	The assignment name displays in gray in the dialog box if the assignment is not available or past due.
Begin an assignment	Select an assignment from the **Daily Assignments** dialog box to begin. **Result**: The **Assignment Start** or **Project** dialog displays.
Always Available	Always Available Assignments display in the top left corner with the number of assignments that are always available. ■ Click the dropdown menu. ■ Select the activity type you want to view by selecting the check box. All activity types are enabled by default. ■ Click the assignment name to launch the assignment.
Hover over functionality	Point the mouse at any activity on the calendar. **Result**: Text displays with assignment details including the due date.
Switch month	Select the arrow next to the month to navigate the calendar.

Activity List

Click the *Activity List* view to see a list of all activities. The *Activity List* displays assignments from all sections by default. From this menu, you can select assignments to begin. The *Activity List* displays the assignment name, type, availability, due date, section and status. Assignments that you completed and have no more attempts available do not display in the *Activity List*.



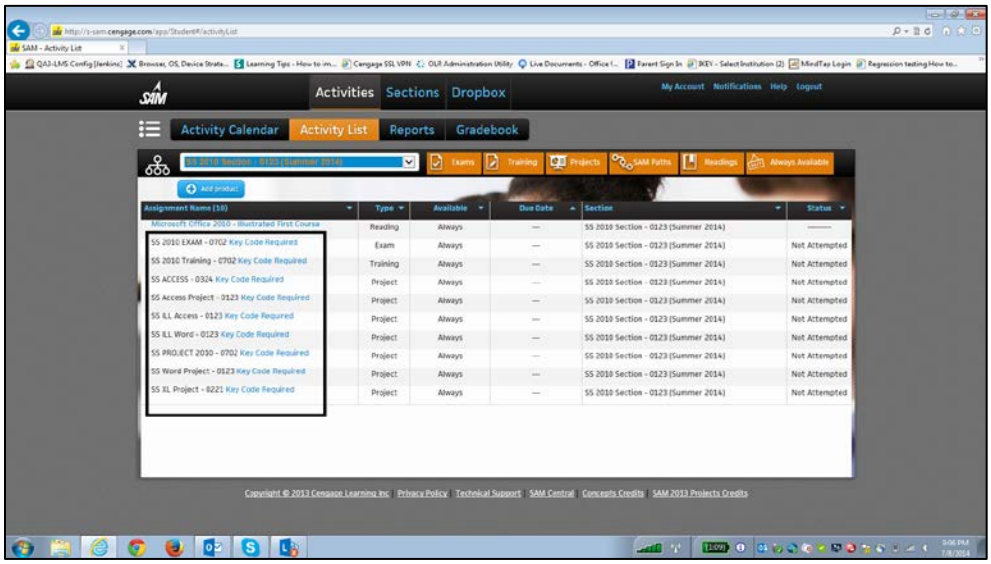
Action	Result
Sections filter	Select a section from the dropdown menu. All sections display by default. Enter text for partial search functionality.
Sort	The *Activity List* initially displays by assignment name. Click a heading row to sort by it.
Filter Activity Types	Select a type of activity to remove it from the list view. Activity types that display in orange display in the *Activity List* view. **NOTES**: ■ If you use the *Always Available* filter, you need to turn on a filter for one or more assignment types for assignments to display. ■ The *Always Available* filter is on by default. Assignments with no due date do not display in the *Activity List* view while the filter is off. ■ Activity filter settings apply to the *Activity Calendar, Activity List* and *Reports* pages.
Due Date	The *Due Date* column displays both the date and time an assignment is due.
Available	Lists the assignments availability.
Status	Status describes your progress on an assignment.
Type	The type describes whether the assignment is an exam, training, project, SAM Path or reading.
Sections	The *Section* column lists the course associated with the assignment.
Beginning an assignment	Click an assignment to begin. **Result**: The **Assignment Start** or **Project** dialog box displays. **NOTE**: Some assignments require an 18-digit keycode. Enter the correct keycode when prompted. See Adding a Product for more information.

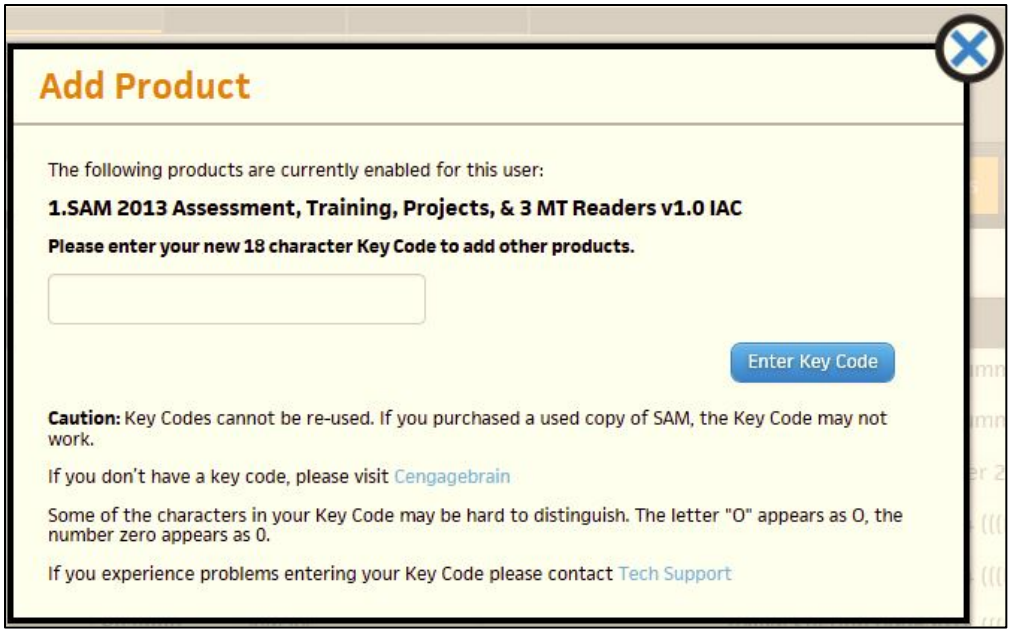
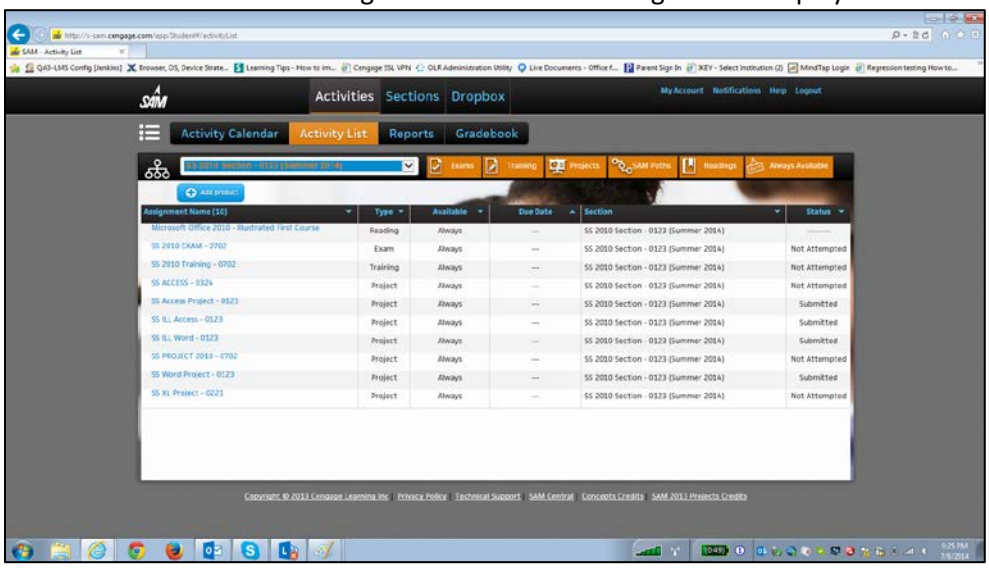
Taking Assignments

You can launch assignments in SAM through the *Activity Calendar* or *Activity List*. You can take exams, training, projects, and SAM Path assignments in SAM or launch into the MindTap reader. Some assignments are password protected. Instructors provide the password. Enter the password at the prompt.

Adding a Product

Depending on how your institution licensed SAM, you may need to enter *Key Codes* to access specific assignments like readings, exams, training and projects. If this is the case, your assignments display as inactive until you add the necessary product using the following procedure:

Step	Action
1	Navigate to the *Activity List* view. Assignments that require a Key Code display with *Key Code Required* in blue text. 

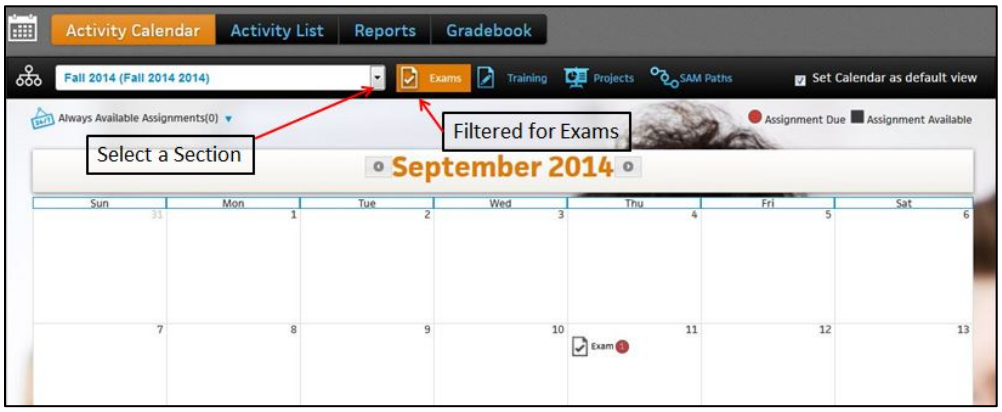
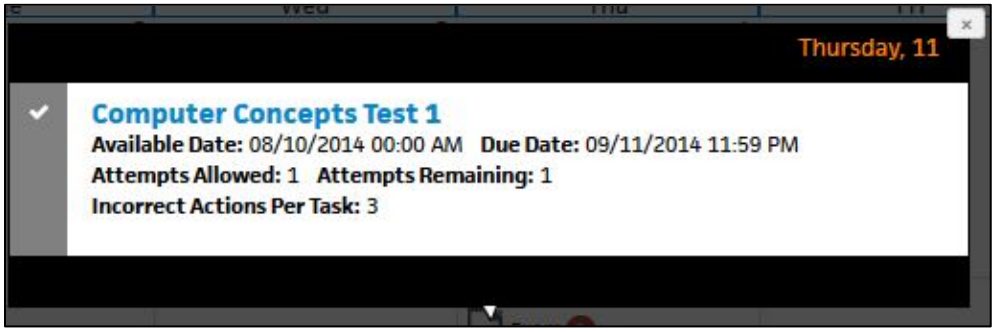
Step	Action
2	Click **Add Product**. **Result**: The **Add Product** window displays. 
3	Enter the product's *18-digit Key Code*. If you need to purchase a Key Code, go to http://www.cengagebrain.com. If you do not have the correct Key Code for the assignment, a message displays asking for a Key Code.
4	Click the **Enter Key Code** button. **Result**: The **Add Product** dialog box closes and the assignments display as active. 

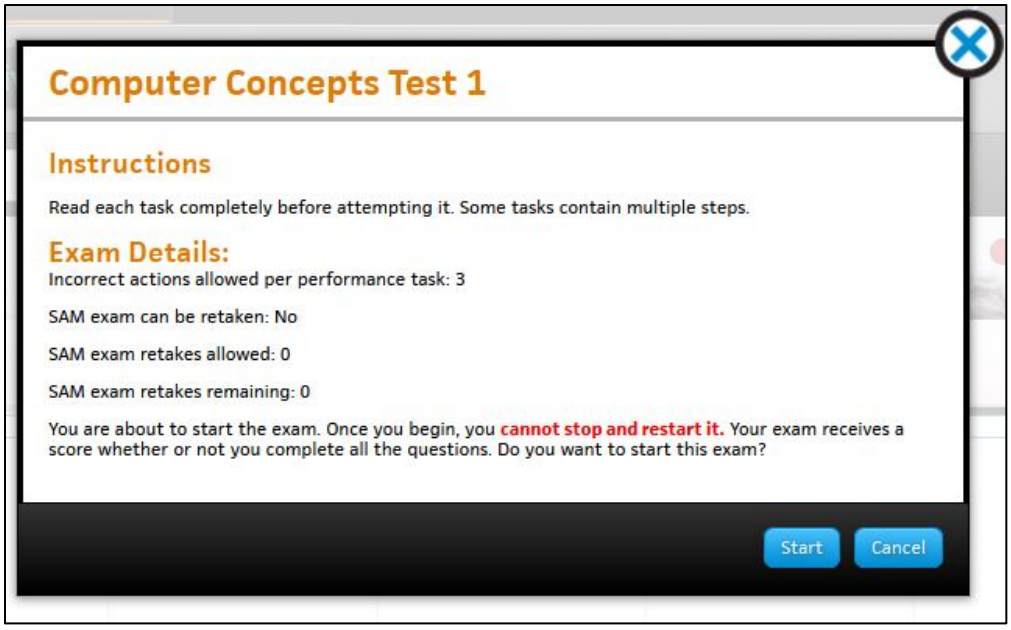
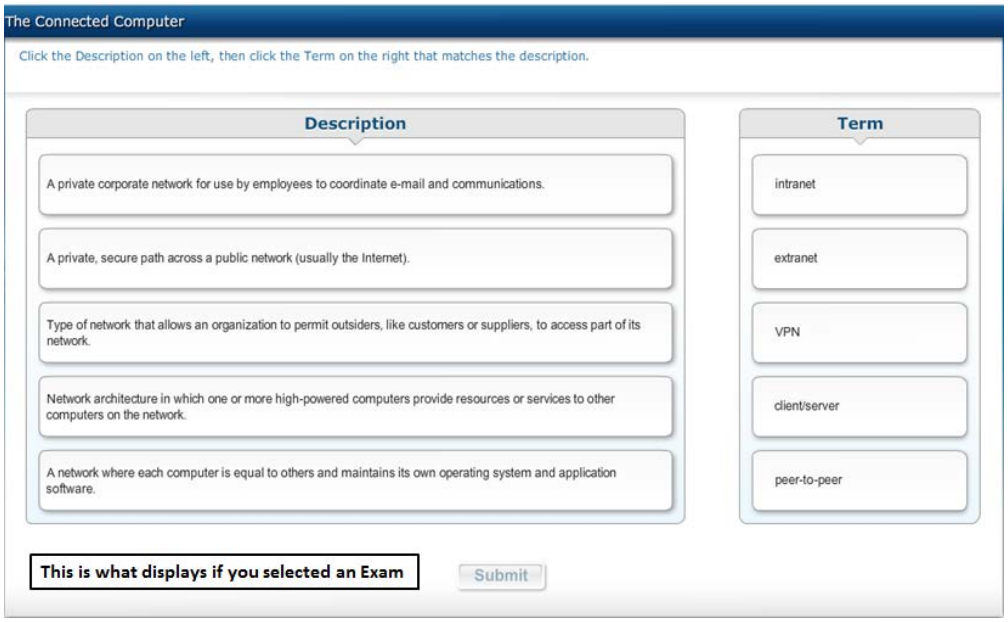
Searching for and Selecting an Assignment

Before you can work on an assignment, search for and select it. Students can search for assignments through either the *Activity Calendar* or the *Activity List*.

Taking Assignments from the Activity Calendar View

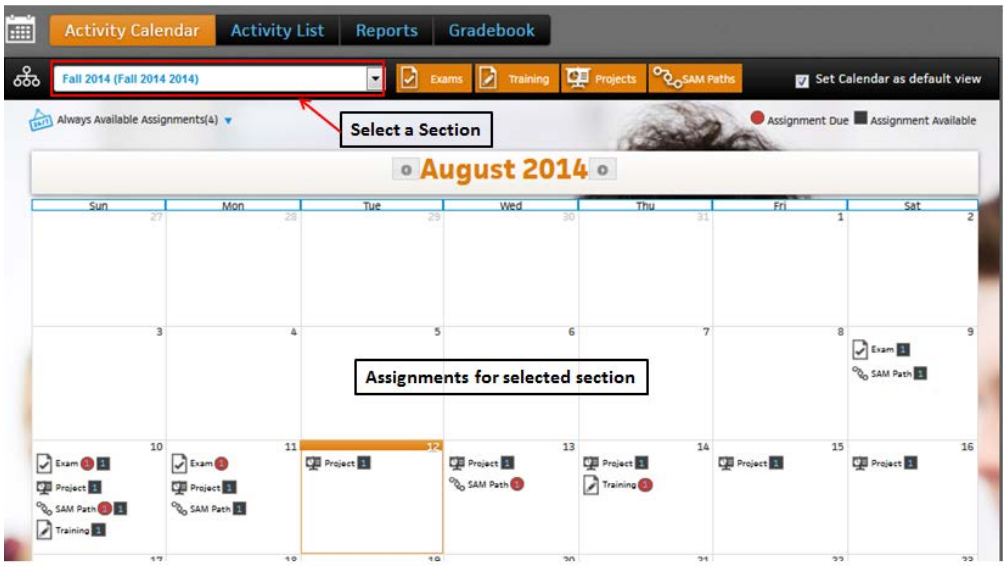
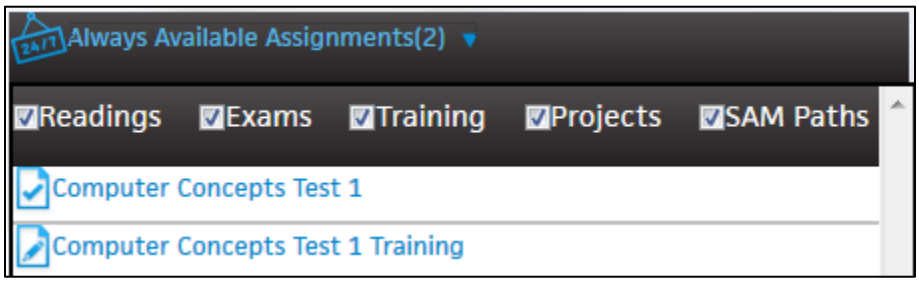
Use this procedure to begin an assignment using the *Activity Calendar*:

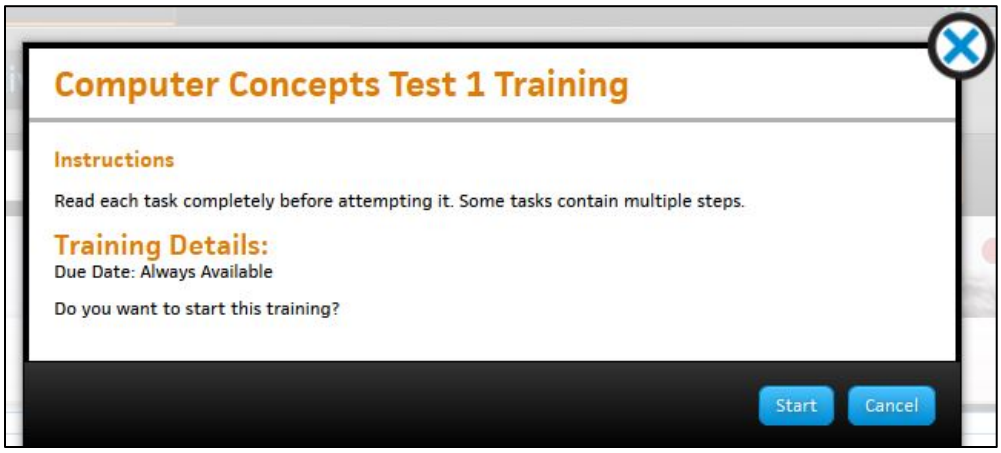
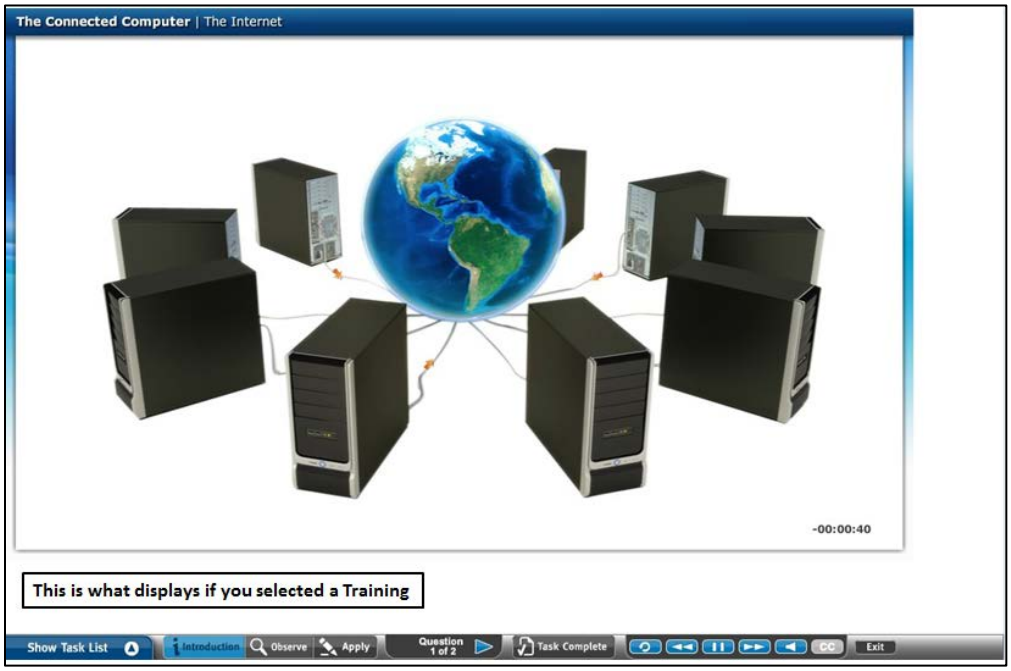
Step	Action
1	Navigate to the *Activity Calendar* view.
2	Narrow the list of assignments by selecting a Section from the drop-down menu or an Assignment Type from the Activity filter.  **NOTE**: Assignments that display with a gray badge become available that day. Assignments with a red badge are due that day. The assignments display only on their available or due date. You can take the assignment between the availability and due date. To take the assignment, click the day it is available or due.
3	Select a day to view assignment details for a day. **Result**: The **Assignment Details** window displays. Click **X** on the window to close. 

Step	Action
4	Click the assignment name. **Result**: The **Assignment Start** or **Project** dialog box displays. 
5	Click **Start** to begin an assignment. **Result**: Either the **Content Player** or **Project** dialog *box* displays. 

Taking Always Available Assignments from Activity Calendar View

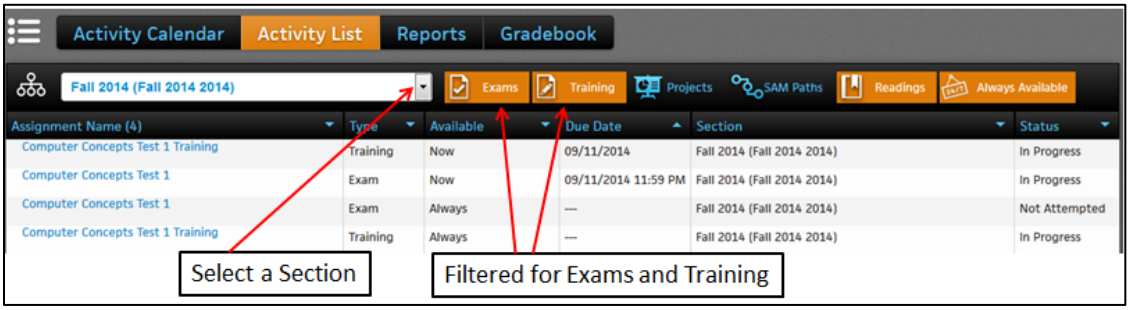
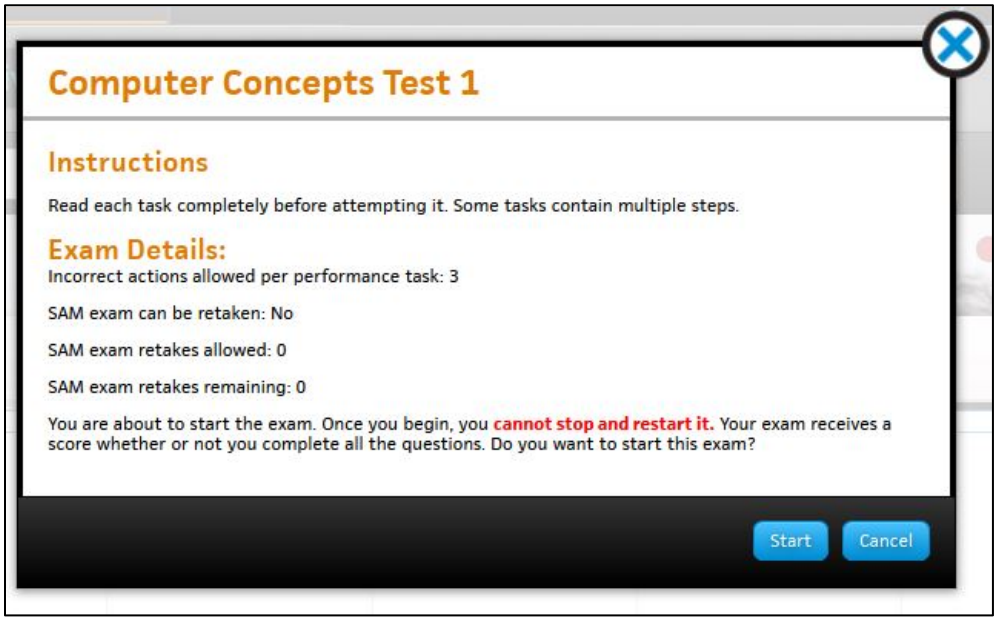
Use this procedure to begin Always Available Assignments:

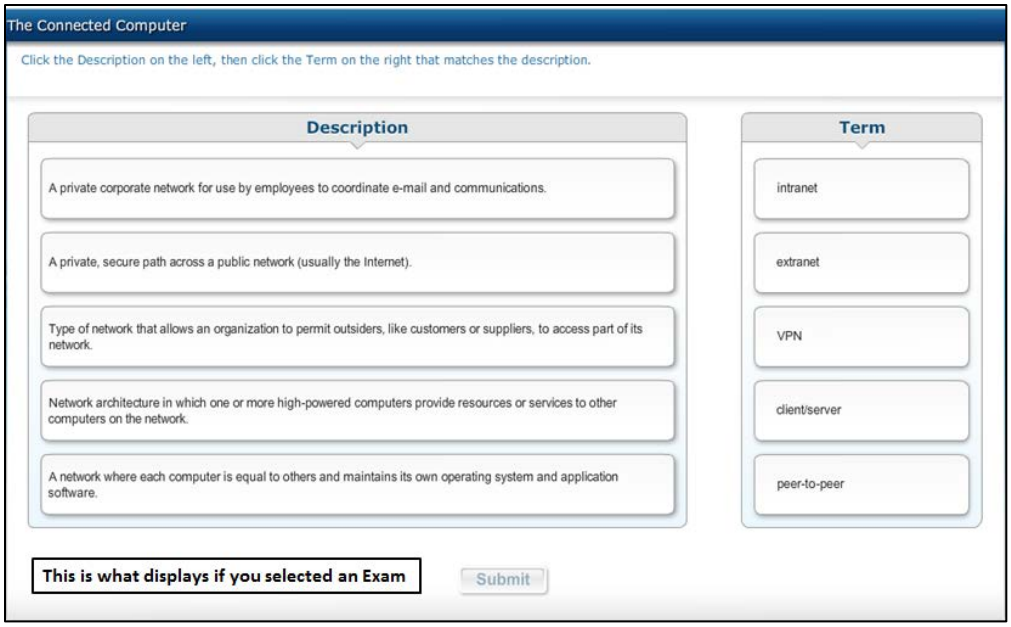
Step	Action
1	Navigate to the *Activity Calendar* view.
2	Narrow the list of assignments by selecting a Section from the drop-down menu or an Assignment Type from the filter bar. **Result**: The Calendar view updates. 
3	Click the **Always Available Assignments** drop-down menu. **Result**: A list of assignments displays. 
4	Select a check box to enable or disable assignment types.

Step	Action
5	Click the activity name. The **Assignment Start** or **Project Start** dialog box displays. 
6	Click **Start** to begin an assignment. **Result**: Either the **Content Player** or **Project Dialog** *box* displays. 

Taking Assignments from the Activity List View

Use this procedure to begin an assignment using the *Activity Calendar*:

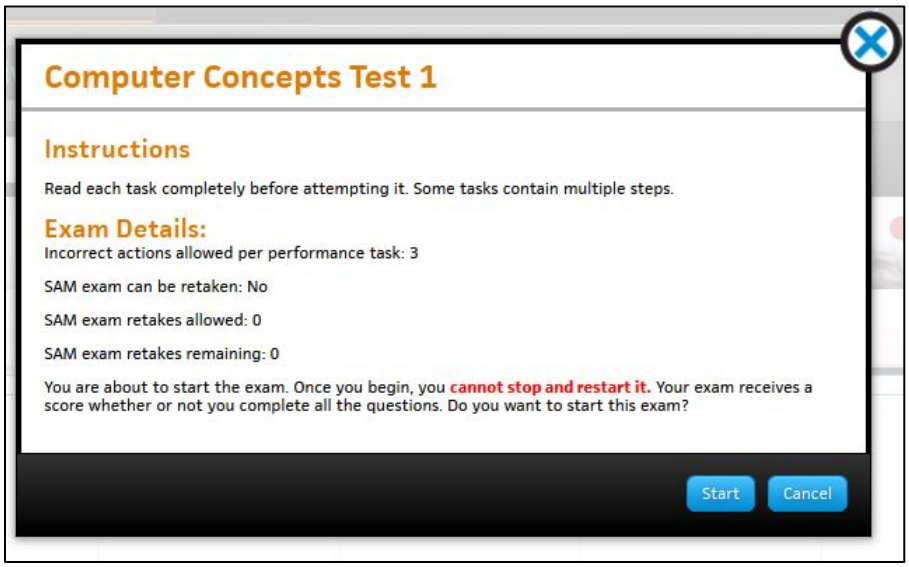
Step	Action
1	Navigate to the *Activity List* view. **NOTE**: Sort the list by clicking on a column heading
2	Narrow the list of assignments by selecting a Section from the drop-down menu or an Assignment Type from the filter bar.
3	You can work on assignments if they are listed with an availability of Always or Now. Enable the *Always Available* filter to view assignments with no due date. The assignments display in blue.
	
4	Click the activity name. The **Assignment Start** or **Project Start** dialog box displays. 

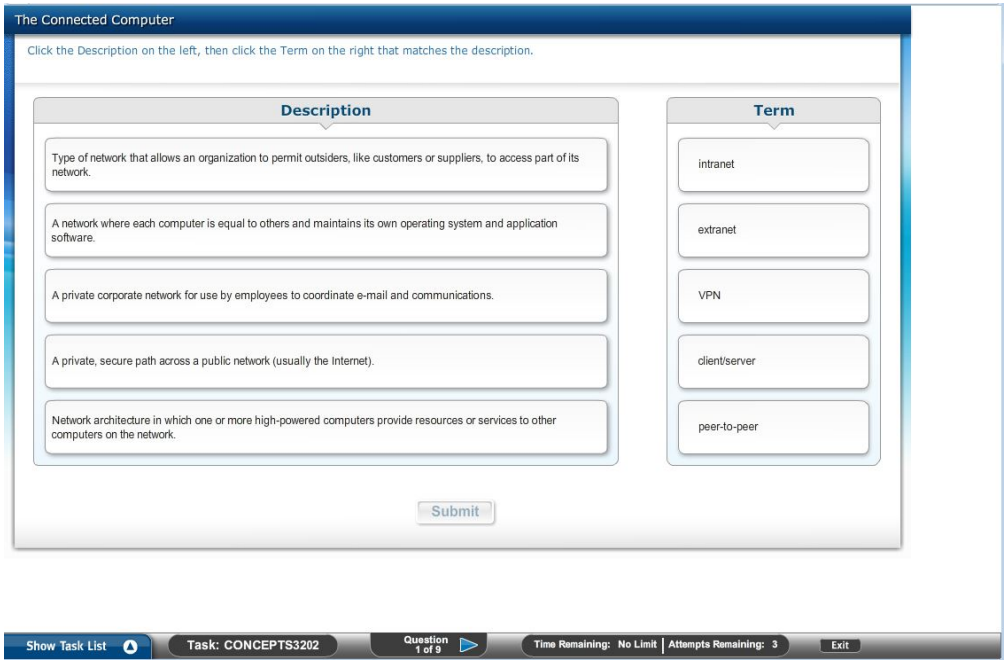
Step	Action
5	Click **Start** to begin an assignment **Result**: Either the **Content Player** or **Project Dialog** *box* displays. 

Exam Assignments

Use the following procedure to take an exam.

NOTE: Before you start an exam, close all applications except your browser. Then, close any additional browser windows or tabs unless otherwise indicated by your instructor. This helps ensure that the SAM Content Player performance is not affected. This is especially important if you take a timed exam.

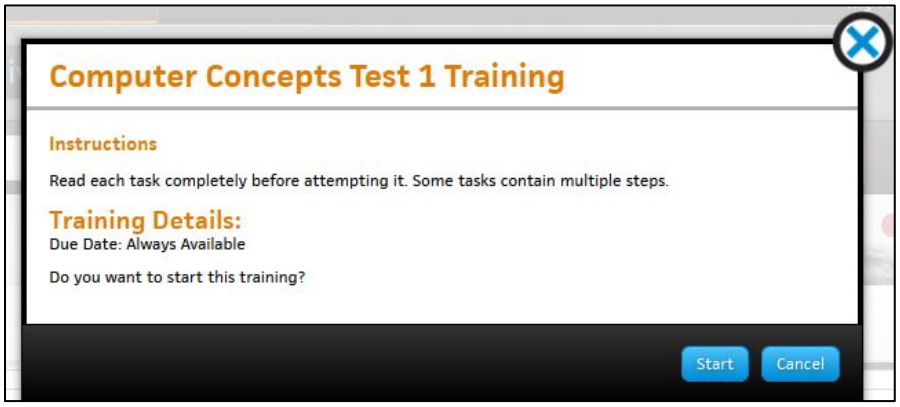
Step	Action
1	Select an exam from the *Activity Calendar* or *Activity List*. If your instructor specified a password for the assignment, SAM prompts you for it. Enter the password and click **OK**. **Result**: The assignment details display in a new window, listing the following information about the assignment: ■ The name of the assignment ■ Instructions ■ Incorrect actions allowed per task and question ■ Whether the exam can be retaken ■ The number of times an exam can be retaken ■ The number of retakes you have remaining 

Step	Action
2	Click **Start**. **Result**: The Content Player starts and the exam begins. See Using the Content Player for further information. 
3	Follow the instructions that display.
4	In the **Control Panel**, click **Exit** to close the Content Player. A message displays if there are any incomplete questions. Click Yes if you want to exit or click No to continue working on the exam. SAM does not grade incomplete questions. **IMPORTANT**: Your exam does not submit if you close the Content Player by closing the browser window.

Training Assignments

Use the following procedure to take a training assignment.

NOTE: Close all applications other than your browser and additional browser windows or tabs unless otherwise indicated by your instructor. This ensures that the SAM Content Player performance is not affected.

Step	Action
1	Select a training assignment from the *Activity Calendar* or *Activity List*. If your instructor specified a password for the assignment, SAM prompts you for it. Enter the password and click **OK**. **Result**: The assignment details display in a new window, listing information about the training, including: ■ The name of the assignment ■ When the training is due 

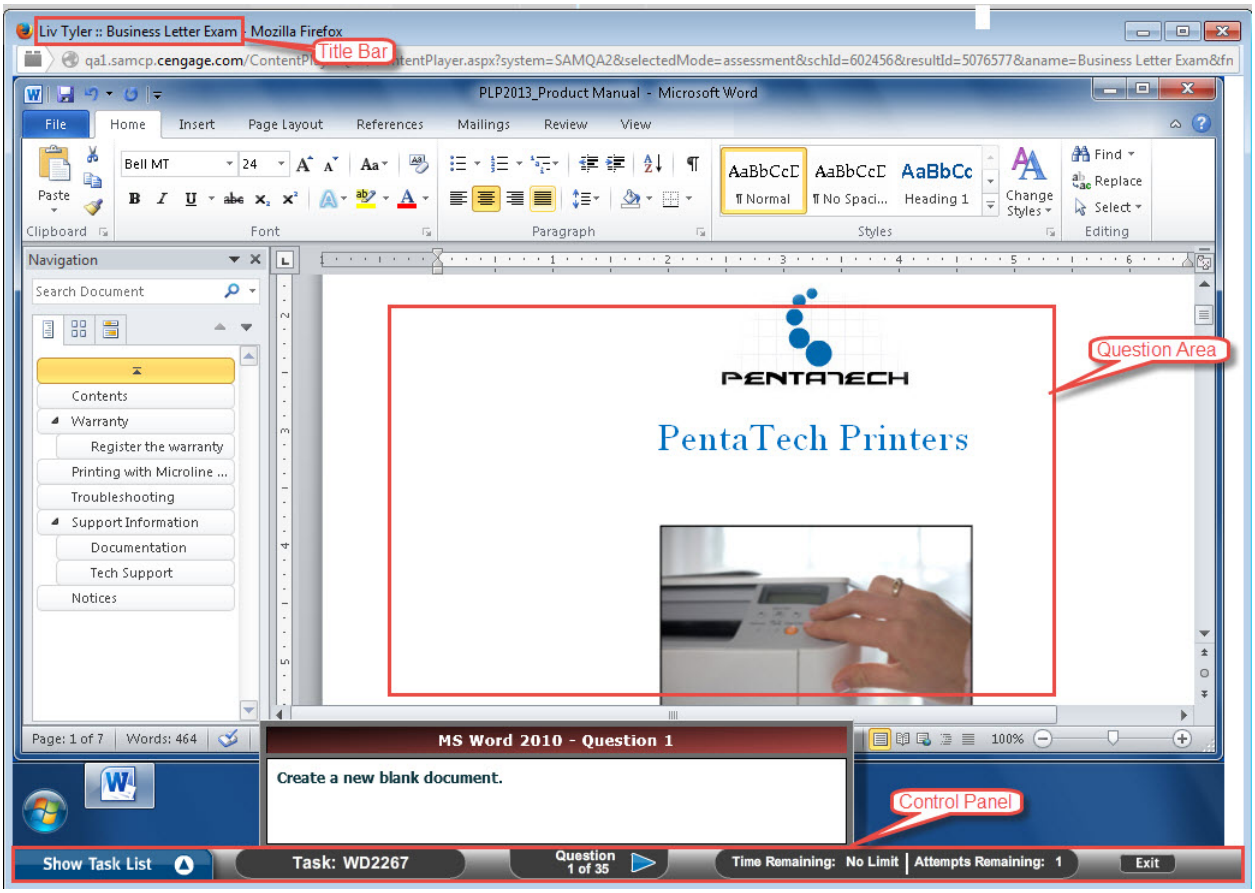
Step	Action
2	Click **Start**. **Result**: The Content Player starts. See Using the Content Player for further information. Follow the instructions.
3	Click **Exit** in the Control Panel to close the Content Player when you are done. A message displays if there are any incomplete tasks. Click Yes if you want to exit or click No to continue working on the training. **IMPORTANT**: Your training does not submit if you close the content player by closing the browser window.

Using the Content Player

You use the SAM Content Player to take exams and trainings assignments.

There are three areas in the SAM Content Player:

- Title Bar
- Questions Area
- Control Panel



Title Bar: Assignment Information

The title bar of the Content Player's window lists general information about the assignment including:

- Your name
- The name of the assignment

Question Area: Assignment Questions and Tasks

The question displays either the question you need to answer or the simulated task you need to complete. Follow the displayed instructions.

When you begin a training, a window describing the training task displays. Click **Continue** to proceed with the training.

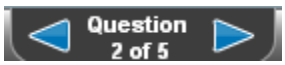
Control Panel: Content Player Controls

The control panel at the bottom of the page displays the Content Player controls. These include:

Control	Description
 	These controls enable you to do the following: ■ Open and close the menu of questions. ■ Select specific questions to answer. ■ Select tasks to perform.
For training assignments, different SAM versions and training types have different controls: ■ **Intro**: Provides a basic summary of the task. ■ **Observe mode**: Provides audio and visual instructions for the task. ■ **Practice mode**: Helps you perform the task by providing audio and visual prompts. ■ **Apply mode** : Enables you to perform the task without assistance. ■ **CC**: Enables you to use Closed Caption. The following are controls for various course subjects:	

Controls	Course Subject
	Microsoft Office2010
	Microsoft Office 2013
	Computer Concepts (training about Windows or the computer)

Control Panel: Content Player Controls (Continued)

Control	Description
	■ Displays when you are taking an exam. ■ Displays the ID of the current task or question.
	Enables you to go to the previous or next question in the task list.

Control	Description
	■ Displays when you are using training. ■ Ends one training mode and takes you to the next. **NOTE:** If clicked while in practice mode, it takes you to the next task.
 	■ Display when you are using the training's Observe and Practice modes. ■ Enable you to reset, rewind, pause and fast forward through the demonstration of each task. ■ Enable you to mute and unmute the audio presentation. ■ For Computer Concepts, enables you to use Closed Caption.
	■ Display when you are taking an exam. ■ Indicate the time remaining for a timed exam. ■ Indicate the number of attempts you have to answer the question or complete the task.
	Closes the Content Player. ■ If there are any unanswered questions or incomplete tasks, the following warning displays: There are unfinished tasks. Are you sure you want to exit? ■ Click Yes to exit or No to return to the session. — If you exit, you also see a summary of the session. You can click Print to print the summary or click Close to end the session and return to the *Preview Exam* or *Preview Training* window. — Click Close to close the *Preview* window and return to the *Exam*, *Training* or *SAM Assignments* page, depending on where you clicked Preview.

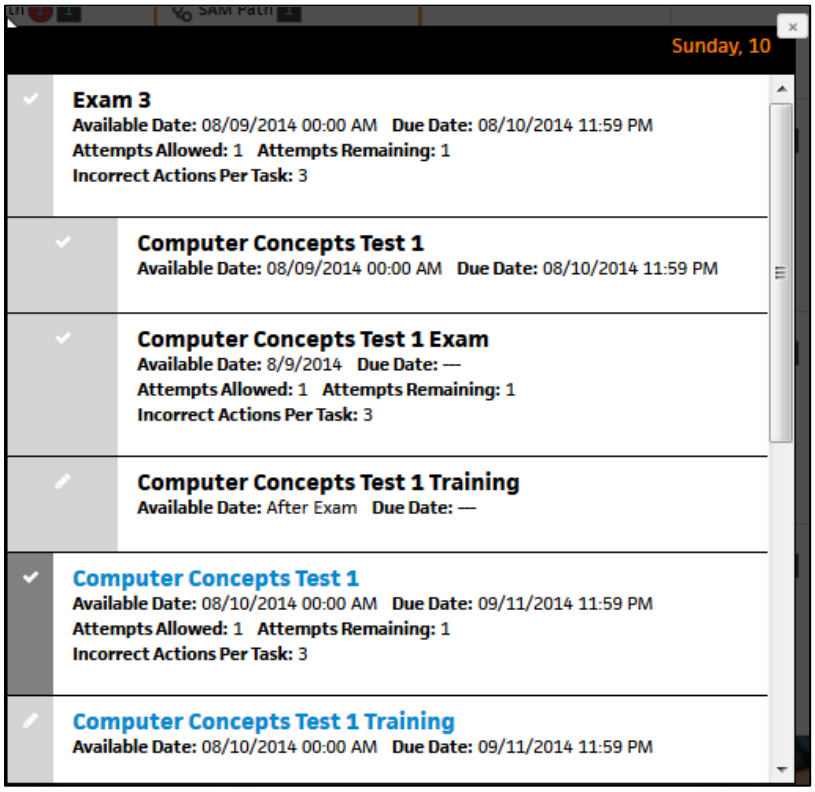
IMPORTANT: Do not use the **X** of the Windows control to exit the Content Player. If you click the **X** of the Windows control, you will lose your work.

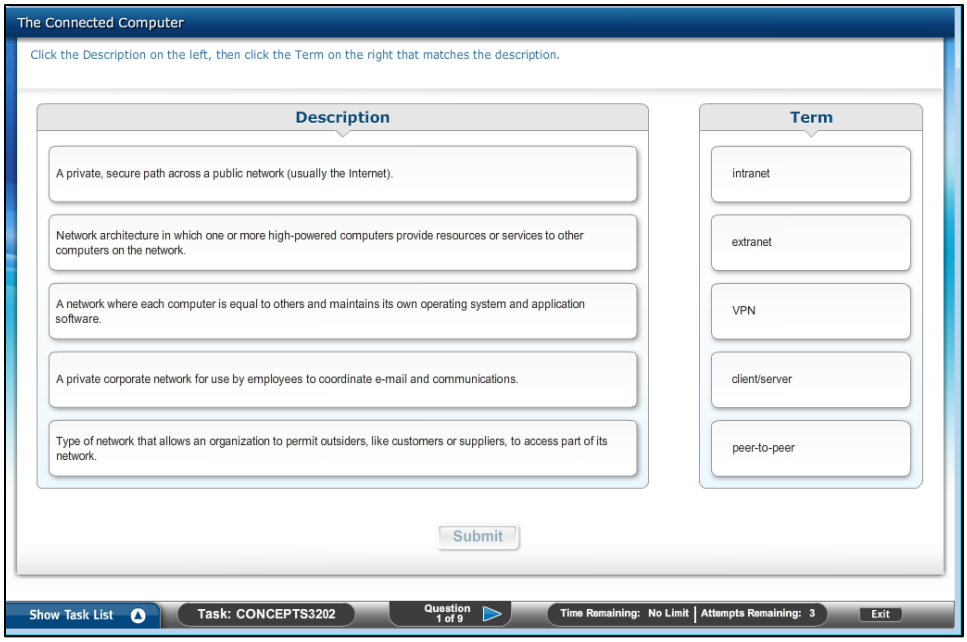
SAM Path Assignments

SAM Paths are assignments consisting of sequential combinations of exams and training. Supported path combinations include the following:

- **Exam > Training > Exam**: Use this path to test students on a topic, provide remedial training for any errors and re-test students for proficiency.
- **Training > Exam**: Use this path to train students on a topic and test their proficiency.
- **Exam > Training**: Use this path to test students on a topic and provide remedial training for errors.

NOTE: You need to complete SAM Path Assignments in the order that they are listed.

Step	Action
1	Select a SAM Path from the *Activity Calendar* or *Activity List*. If your instructor specified a password for the assignment, SAM prompts you for it. Enter the password and click **OK**. **Result**: The assignment details display in a new window listing the assignment name; instructions; incorrect actions allowed per task and question; if the exam can be retaken and for how many times; the number of retakes remaining. 

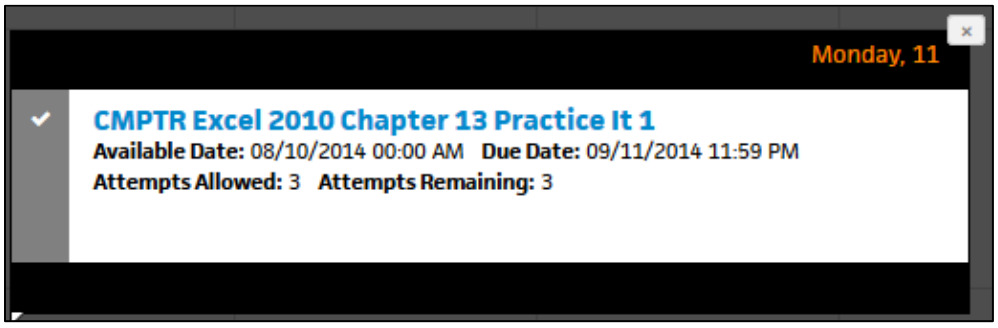
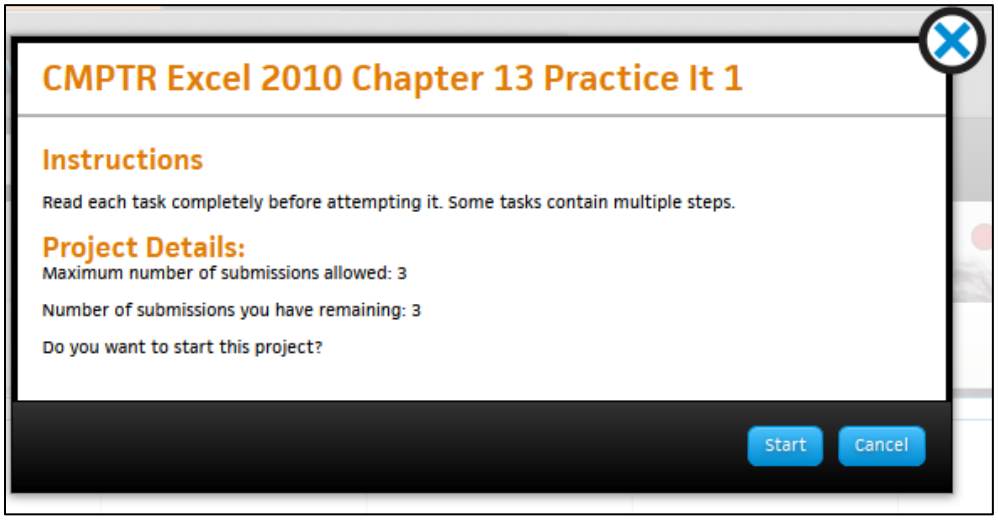
Step	Action
2	Click an assignment on the list. At the assignment window that displays click **Start**. **Result**: The Content Player displays.  **NOTE**: You need to complete the activities in the order in which they display instructor assigned them.
3	Follow the instructions for the assignment.
4	Click **Exit** in the Control Panel to close the Content Player. A message displays if there are any incomplete questions. Click Yes if you want to exit or click No to continue working on the exam. SAM does not grade incomplete questions. **IMPORTANT**: The exam or training assignment does not submit if you close the content player by closing the browser window.

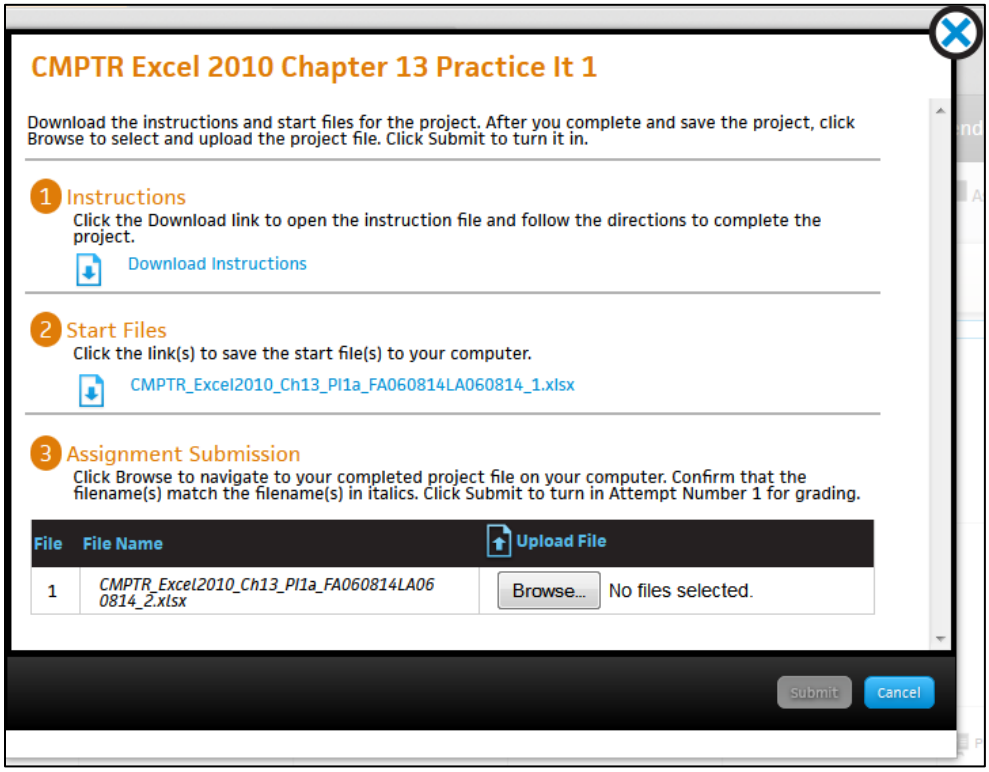
Project Assignments

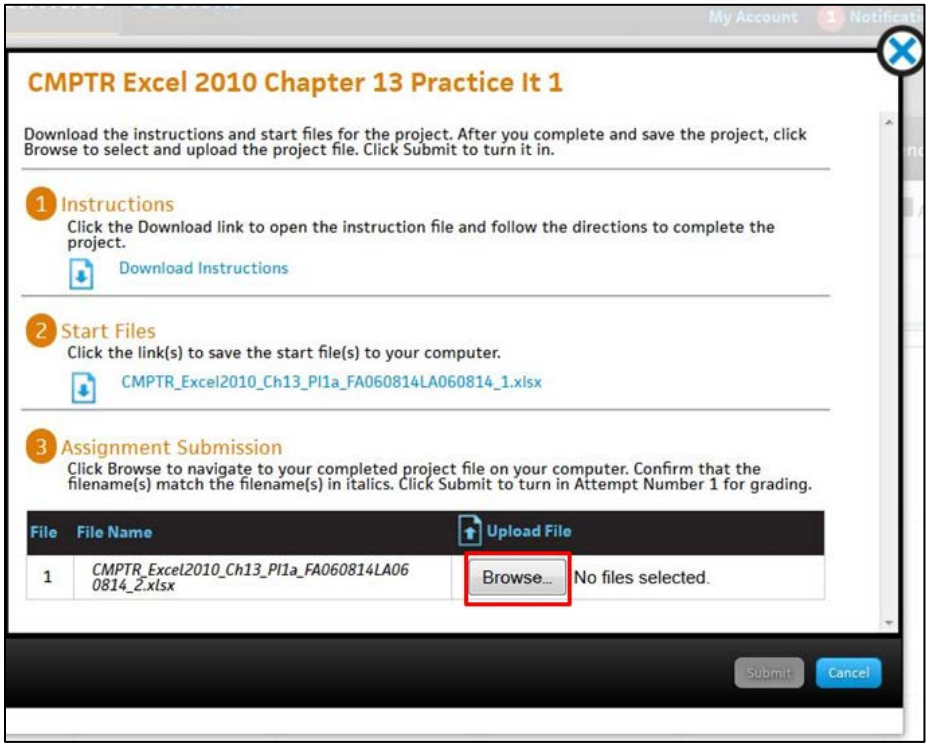
Projects are SAM assignment types which require you to work in the appropriate Microsoft application. When working on a project, download instructions and a start file to your computer. Use the start file to complete your work with the appropriate Microsoft application. Upload the completed file back to SAM for grading.

Starting and Submitting a Project

Use this procedure to take and then submit a project assignment in SAM:

Step	Action
1	Select a project from the *Activity Calendar* or *Activity List*. **Result**: The project list displays. 
2	Click to select a Project from the list. **Result**: The Project details display. 

Step	Action
3	Click **Start** to display the project instructions. **Result**: The *Project Instructions*, *Start File* and *Assignment Submission* window displays. 
4	Click **Download Instructions**. **Result**: A standard download dialog box displays. To save the file to your local disk, select the *Save File* option box and click **OK**.
5	Click the download links for the start file and other project files, if any. **Result**: A standard download dialog box displays. To save the file to your local disk, select the **Save File** option box and click **OK**.

Step	Action
6	When you have finished the project: ■ Save the project files. ■ Return to the **Project** dialog box.  ■ Click **Browse** to navigate to your completed project file on your computer. ■ Confirm that the filename(s) match the filename(s) in italics.
7	Click **Submit**. **Result**: SAM grades the project automatically. **NOTE**: SAM checks the uploaded project file to verify the filename, file type, size and run a virus scan. If any of these checks fail, a message displays. Fix the specified error and upload the completed project file.

Dealing with Project Errors

When you submit a project for grading, SAM performs a number of checks:

- The embedded key in the uploaded file matches the key assigned to your start file
- The uploaded file name matches the name expected by SAM
- The file type matches that of the project's start file. In other words, if a Word 2010/2013 document (Example: .docx extension) is expected, then you need to upload a Word 2010/2013 document
- You did not use Office 2010/2013 to complete the project
- The file contains no viruses
- The file does not exceed SAM maximum file size (Office 2010: 1741 KB; Office 2013: 5 MB)

If the completed project file fails any of these tests during upload, it will not be accepted by SAM, and you will see an appropriate alert. To resolve these problems, refer to the following sections.

Wrong Key

You are not using the SAM account that downloaded the original start file. Log back in to SAM using the correct start file and account.

Wrong Name

Rename the file to the name SAM expects. Refer to the Project information on the *Activity Calendar* or *Activity List* page for the correct file name.

Wrong Format

You changed the format of the project start file using the Save As function. For example, you might have saved a Word 2010/2013 document (.docx) as a Word 97-2003 file (.doc). Use the Save As function to save the document using the format that SAM is expecting.

If you changed the document to something other than its native format (e.g., you changed a Word document to an HTML document) and you do not have the original start file, download a new start file from the Project information through the *Activity List* or *Activity Calendar* and start over.

Wrong Application

You used an application other than Office 2010/2013 to work on a project file. SAM rejects project files created by applications such as:

- Office 2008 for Macintosh
- WordPad for Windows
- Any version of the full Office 2007 suite (This requires SAM 2007.)
- Any third-party application that supports Office 2010/2013 file formats

Virus Detected

Run an anti-virus utility to disinfect your computer and any other computer on which the file might be stored. Popular products include Norton AntiVirus and McAfee VirusScan.

The anti-virus utility does one of two things to the project file:

- If possible, it disinfects the project file and you can submit it again.
- The anti-virus utility could quarantine or delete the file. Download the project file again from the Project information through the *Activity List* or *Activity Calendar* and start over.

Maximum File Size Exceeded

This occurs if the file you are uploading is has exceeded the maximum size (Office 2010: 1741 KB; Office 2013: 5 MB). To fix this, edit the file, remove any extra content and upload it again. For Access projects, compress the database prior to submission to SAM. From the **Office** menu, select **Manage/Compact and Repair Database**.

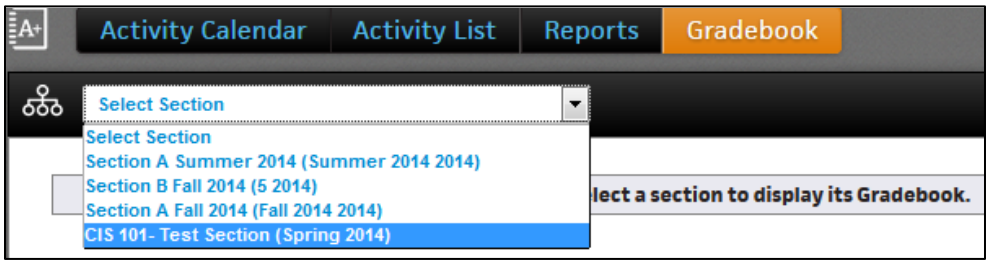
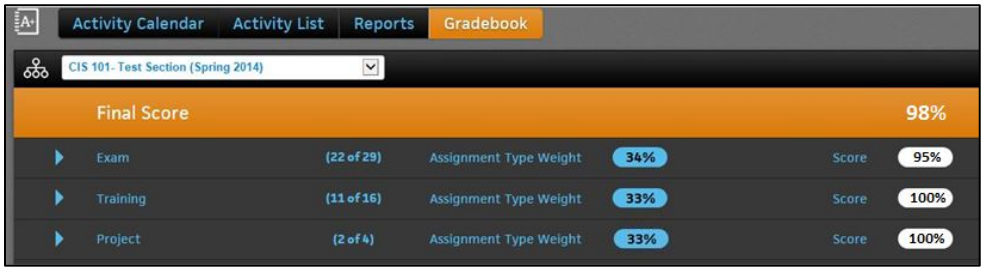
Completing a Reading Assignment

If your instructor has selected a Cengage eBook for your section, the instructor can assign readings from that book. If you have purchased that eBook through Cengage Brain (http://www.cengagebrain.com), you can read that book online from within SAM using the following procedure:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Select the reading assignment from the Activity Calendar or Activity List view.</td></tr>
<tr><td>2</td><td>
<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>You purchased the eBook through Cengage Brain http://www.cengagebrain.com</td><td>The name of the Reading Assignment is underlined. Click the name of the assignment and another browser window or tab opens.</td></tr>
<tr><td>You have not purchased the eBook yet</td><td>The assignment name is underlined. You are prompted for a license that can be purchased through Cengage Brain.</td></tr>
</table>
</td></tr>
<tr><td>3</td><td>If this is the first time you have accessed the eBook, the MindTap Service Agreement displays. Click Accept to continue or click Decline.
Result: The eBook displays.</td></tr>
</table>

Gradebook

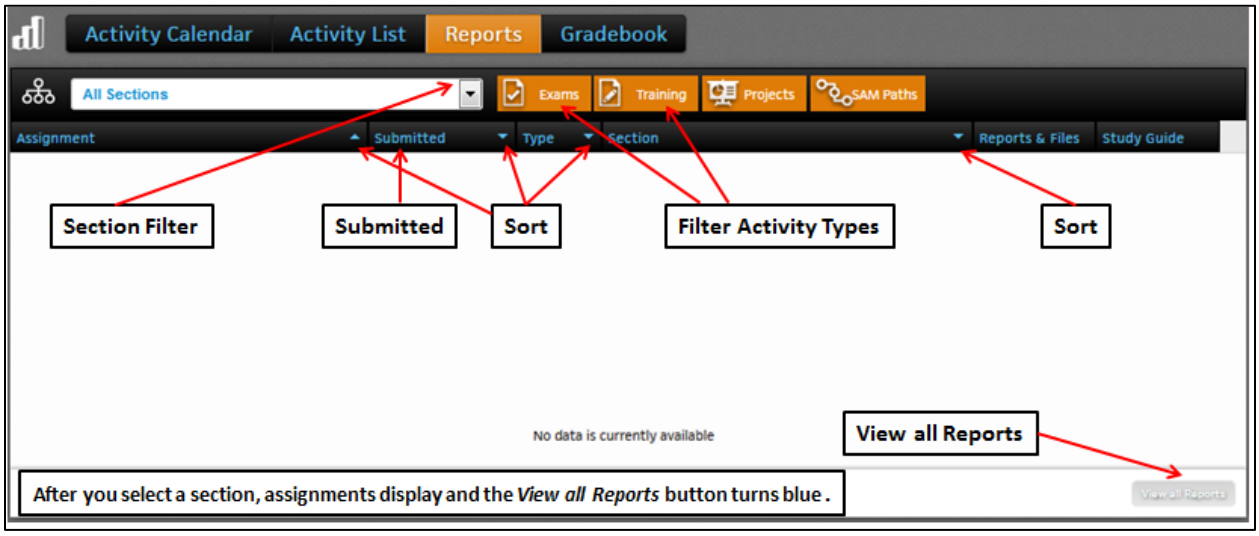
Gradebook enables you to view your assignment scores for each section in which you enrolled including scores for the SAM Exams, Project Assignments, Training Assignments and Custom Assignments.

Step	Action
1	To select a section: ■ Select the **Gradebook** tab. ■ Select a *Section* from the drop-down menu. **NOTE**: Entering text begins the search.  **Result**: The Gradebook displays for the selected section. ■ If the Instructor set up the Gradebook to display in percentages, students can view the weights for all assignment types. ■ If the Instructor set up the Gradebook to display in points, the weights do not display for all assignment types. **Gradebook set up to display percentages:**  **Gradebook set up to display in points:**

Step	Action
1 Cont.	**NOTES**: ■ Instructors decide whether or not to display the Gradebook to students as well as what elements of the Gradebook to display (Final Score, Scores, and Weights). ■ If your instructor has set up the Gradebook for the section to display to students, you can view the score information for each assignment. You may have to wait for a specified date. ■ If your instructor has not set up the Gradebook for the section to display to students, the following message displays: **SAM cannot display the gradebook at this time. Either your instructor has not given you access or you have no scores to display.**
2	Assignments are grouped by their *Type*. Click the **arrow** icon to expand an assignment type. **Result**: The list of assignments for the expanded *Type* display.

Reports

You can view Exam Results and Training Progress from the *Reports* view. You can also view Study Guides for exams and SAM Path assignments.



Description of Report View

Action	Result
Sections filter	Select a section from the drop-down menu. All sections display by default. Enter text for partial search functionality.
Filter Activity Types	Select a type of activity to remove it from the list view. Activity types that display in orange display in the *Reports* view. **NOTE**: Activity filters settings apply to the *Activity Calendar, Activity List* and *Reports* pages.
Sort	The Reports initially display by assignment name. Click a heading row to sort by it.
Submitted	The *Submitted* column displays the date and time when you submitted the activity.
View all Reports	Click **View all Reports** to view every report from a section.

Different activity types have different reports. A message displays if the report is not available for students to download. The following are the reports you can download for each activity type:

- Exams
  - Study Guide: The Study guide lists tasks and provides links to training.
  - Results
- Training

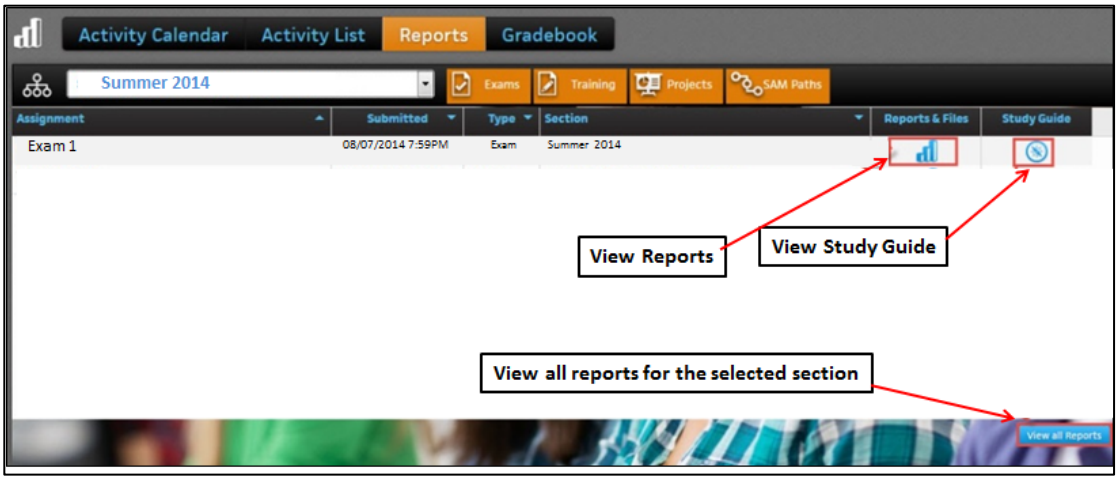
- Training Progress

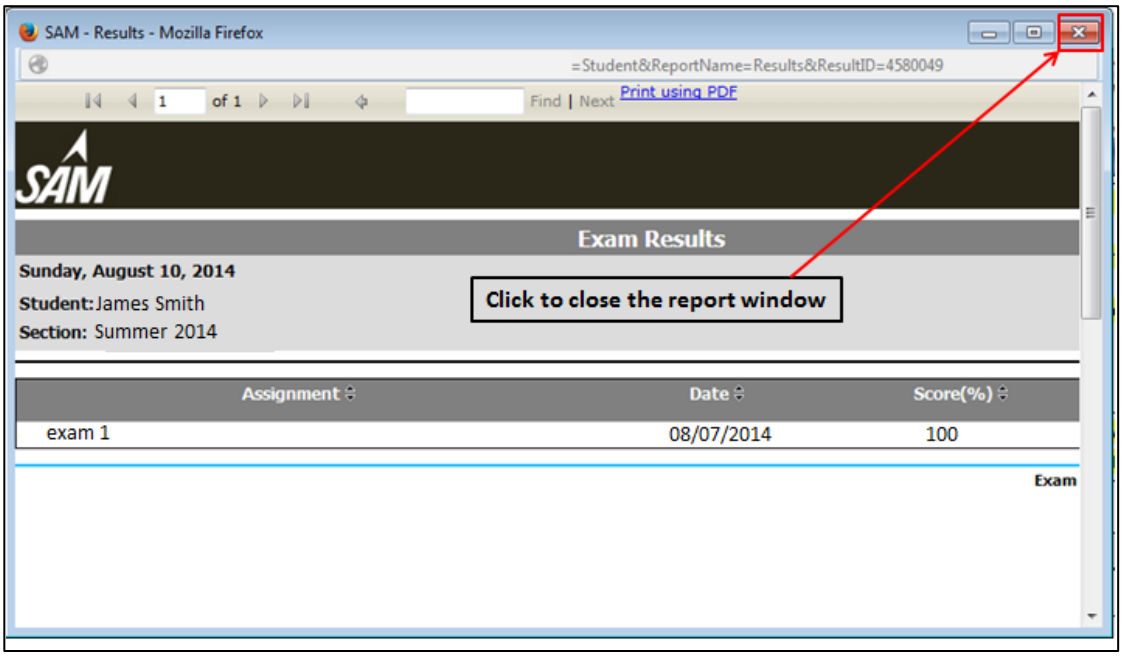
- Projects
  - Download submitted project file
  - Study Guide: The Study guide lists tasks and provides links to training.
- SAM Paths
  - Study Guide: The Study guide lists tasks and provides links to training.

Viewing Reports

To view a report, use this procedure:

Step	Action
1	On the **Taskbar** click **Reports**.
2	Use the *Activities* filters to locate a specific assignment type (Exams, Training, Projects or SAM Paths).
3	On the **Section** drop-down menu, select the appropriate section.
4	You can view individual reports, study guides or view all reports for the selected section. ■ Click the **Report** icon to the right of the appropriate assignment to open and view the report. ■ Click the **Study Guide** icon to the right of the appropriate assignment to open and view the study guide. ■ Click **View all Reports** to view all reports for the selected section.



Step	Action
	Sample Report 
5	To close the report, click the **X** icon in the upper right of the report window. **IMPORTANT**: Do not click the X icon for your browser or you will exit SAM.

Report Viewer Controls

The report viewer includes the following controls at the top of the page:

Control or Entry	Action
	Go to the first page of the report.
	Go to the previous page.
Enter page number and press **ENTER**	Go to a specific page.
	Go to the next page.
	Go to the last page.
	Go back to parent report if applicable.
Enter a search term in the **Find Text** field	Search for specific words within the report such as a section name. ■ Click Find to find the first occurrence of the word. ■ Click Next to find the subsequent occurrences of the word.

Control or Entry	Action
Print Using PDF link	Converts the report to Adobe's PDF format.

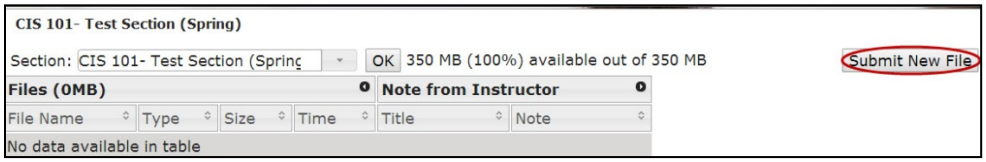
Dropbox

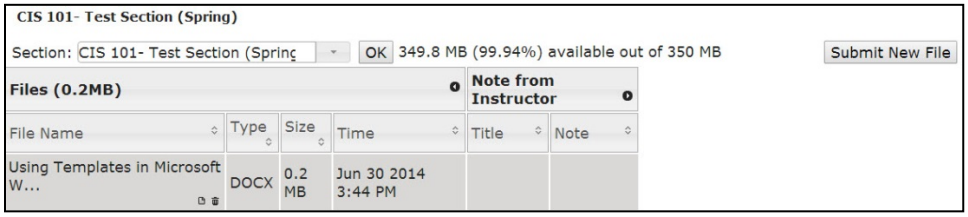
Dropbox is a file box where you submit files for instructor review. You can store up to 350 MB in Dropbox.

NOTE: Do not submit project assignment files through Dropbox. Submit project files by uploading the finished file through the Project Assignment dialog *accessed through the Activity List* or *Activity Calendar* view.

Adding a File in Dropbox

To submit a file in Dropbox, use the following procedure:

Step	Action
1	On the **Navigation bar,** click **Dropbox**.
2	On the **Section** drop-down menu, select the section for the **Dropbox** you want to view.
3	Click **Submit New File** to upload a file. 
4	Click **Choose File** to select the file.

Step	Action
5	Click **Save**. **Result**: The assignment displays in the **Dropbox**. The file type, name, size and time submitted display. 
6	You can also view notes from your instructors by clicking the view icon. The note also displays in the *Note* column.

Deleting a File in Dropbox

To delete a file in Dropbox, use the following procedure:

Step	Action
1	Click the **Trash Can** icon next to the name of the file you want to delete. **Result**: A warning prompt displays.
2	Click **OK**. **NOTE**: You cannot retrieve a deleted file.

Deleting a Note in Dropbox

To delete a note in Dropbox, use the following procedure:

Step	Action
1	Click the **Trash Can** icon next to the note you want to delete. **Result**: A warning prompt displays.
2	Click **OK**. **NOTE**: You cannot retrieve a deleted note.

Recovering and Resuming from a Crash or Lost Connection

If your computer crashes or you lose your connection to SAM during an exam or training, you can restart once conditions return to normal. Log in, navigate to the *Activities List* view, and select the assignment. The Content Player begins where you lost connection, and SAM saves any complete questions and tasks.

If you have a problem logging back in to SAM or re-starting the Content Player, clear your browser's temporary Internet and history files using the following procedures.

Internet Explorer

Use this procedure to clear your browsing history on Internet Explorer:

Step	Action
1	Start Internet Explorer.
2	On the **Tools** menu, select **Delete Browsing History**. **Result**: The **Delete Browsing History** dialog box opens.
3	Select the *Temporary Internet Files and History* check boxes.
4	Make sure the other check boxes are not selected.
5	Click **Delete**.

Firefox for Windows

Use this procedure to clear your browsing history on Firefox:

Step	Action
1	Start Firefox.
2	On the **Tools** menu, select **Clear Recent History**. **Result**: The **Clear Recent History** dialog box opens.
3	Select the appropriate Time range to clear from the drop-down menu. If in doubt, select everything.
4	Select the *Browsing & Download History and Cache* check boxes.
5	Make sure the other check boxes are not selected.
6	Click **Clear Now**.

Chrome for Window

Use this procedure to clear your browsing history on Chrome:

Step	Action
1	Start Chrome.
2	On the **Tools** menu, select **Clear browsing data**.
3	Select the following: ■ Browsing history ■ Download history ■ Delete cookies ■ Cookies and other site and plug-in data, ■ Cached Images and other files
4	Make sure the other check boxes are not selected.
5	Click **Clear browsing data**.

Safari

Use this procedure to clear your browsing history on Safari:

Step	Action
1	Start Safari.
2	On the **Safari** menu, select **Reset Safari**. **Result**: The **Reset Safari** dialog box opens.

Step	Action
3	Select the *Clear History and Empty Cache* check boxes.
4	Make sure the other check boxes are not selected.
5	Click **Reset**.

Logging Out

Once you are done using SAM, click the **Logout** link in the upper-right corner of the page. The *SAM login* page displays.